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L4: Entry 1 of 4   File: USPT   Oct 30, 2001

US-PAT-NO: 6311162
DOCUMENT-IDENTIFIER: US 6311162 B1

TITLE: Interactive symptomatic recording system and methods

DATE-ISSUED: October 30, 2001

INT-CL: [07] G06 F 17/60

US-CL-ISSUED: 705/1
US-CL-CURRENT: 705/1

FIELD-OF-SEARCH: 705/1, 705/8, 705/9, 701/29, 701/30, 701/31, 701/32, 701/35

Set	Items	Description
S1	2438	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR -SHOPPER? OR CLIENT? OR PATRON?)
S2	91447	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	109495	WORK()ORDER? OR WORK(N3)COMPLET? OR SERVICE?(N5)REQUEST? OR SERVICE?(N3)ORDER? OR WORK(N2)AUTHORIZATION? OR MAINTENANCE?
S4	351597	MECHANIC? OR SERVICE?(N)ADVISOR? OR MAINTENANCE()PERSON?
S5	12	S1 AND S4
S6	3955	S3 AND S4
S7	1	S5 AND S6
S8	1	S6 (S)S7
S9	1	S8(S)S1

DIALOG(R)File 347:JAPIO

06202559   **Image available**
VARYING   METHOD   FOR   PAPER   MONEY   APERTURE/COIN   APERTURE   SHUTTER
OPENING/CLOSING SPEED OF AUTOMATIC EQUIPMENT

PUB. NO.:   11-144116 [JP 11144116 A]
PUBLISHED: May 28, 1999 (19990528)
INVENTOR(s):   MIYAMOTO TOSHIHIKO
APPLICANT(s):   OKI ELECTRIC IND CO LTD
APPL. NO.:   09-307463 [JP 97307463]
FILED: November 10, 1997 (19971110)

ABSTRACT
PROBLEM TO BE SOLVED: To reduce the work of a **maintenance   person** such
as a shutter opening/closing speed and a countermeasure against complaints
about the shutter opening/closing speed by a clerk by making it possible to
set the paper money aperture/coin aperture shutter opening/closing speed
through a customer operation part and making equipment constitution in
which the shutter opening/closing speed is changed after the speed is set.

SOLUTION: This equipment is made to constitution in which a paper money
receiving and dispensing device (CCAD) 4 and a coin receiving and
dispensing device 5 can be changed with contents **inputted** through a
 customer operation part 7 of an ATM 1. At the time of executing
transaction through the ATM 1, the shutter opening/ closing speed of a
paper money aperture is varied, for example, when the moneys to be received
are inserted. Namely, the customer operation part 7 is provided with, for
example, a 'delay' key as a key for delaying the shutter opening/closing
speed on a paper money insertion operation screen and by pressing this key,
an instruction delaying the shutter opening/closing speed of the paper
money aperture is sent to the CCAD 4. With this instruction, the CCAD 4
closes the shutter at a speed slower than usual when the shutter is closed
after the paper moneys are inserted.

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speed on a paper money insertion operation screen and by pressing this key,
an instruction delaying the shutter opening/closing speed of the paper
money aperture is sent to the CCAD 4. With this instruction, the CCAD 4
closes the shutter at a speed slower than usual when the shutter is closed
after the paper moneys are inserted.

9/7/1   (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
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06202559   **Image available**
VARYING METHOD FOR PAPER MONEY APERTURE/COIN APERTURE SHUTTER
OPENING/CLOSING SPEED OF AUTOMATIC EQUIPMENT

PUB. NO.:   11-144116 [JP 11144116 A]
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INVENTOR(s):   MIYAMOTO TOSHIHIKO
APPLICANT(s): OKI ELECTRIC IND CO LTD
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example, a 'delay' key as a key for delaying the shutter opening/closing
speed on a paper money insertion operation screen and by pressing this key,
an instruction delaying the shutter opening/closing speed of the paper
money aperture is sent to the CCAD 4. With this instruction, the CCAD 4
closes the shutter at a speed slower than usual when the shutter is closed
after the paper moneys are inserted.

5/7/1   (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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012326408   **Image available**
WPI Acc No: 99-132515/199911
 Interaction tracking method for compiling demographic data - involves
 collecting data from merchant transactions into database along with other
 available information and using this data to provide demographic based
 reports to merchants
Patent Assignee: O'CONNOR P M (OCON-I)
Inventor: O'CONNOR P M
Number of Countries: 082 Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9904350	A1	19990128	WO 98NZ103	A	19980716	G06F-017/30	199911 B
AU 9882487	A	19990210	AU 9882487	A	19980716	G06F-017/30	199925

Priority Applications (No Type Date): NZ 328355 A 19970716

Patent Details:
Patent   Kind Lan Pg Filing Notes   Application Pate
WO 9904350 A1 E 32
    Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU
    CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR
    LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM
    TR TT UA UG US UZ VN YU ZW
    Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
    IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW
AU 9882487 A   Based on   WO 9904350

Abstract (Basic): WO 9904350 A
    NOVELTY - The computer system is used to generate a database
regarding the customers of a merchant (16). The database has a
collection of data from **interactions** (6) with **customers** and a
database of demographic data (8). When a **customer** (12) **interacts**
with a merchant, data is collected (18) and forwarded to the
interaction database. The data may be account data, family data or
geographic data depending on the nature of the transaction. Other
sources, e.g. banks or ISP's may provide further data to the system.
DETAILED DESCRIPTION - INDEPENDENT CLAIMS - IMAGING AND COMMUNICATIONS
- COMPUTING AND CONTROL - ELECTRONICS - INDUSTRIAL STANDARDS -
INSTRUMENTATION AND TESTING - METALLURGY - **MECHANICAL** ENGINEERING -
ELECTRICAL POWER AND ENERGY - TEXTILES AND PAPER - POLYMERS -
PHARMACEUTICALS - ORGANIC CHEMISTRY - INORGANIC CHEMISTRY - FOOD -
ENVIRONMENT - CHEMICAL ENGINEERING - CERAMIC AND GLASS - BIOTECHNOLOGY
- BIOLOGY - AGRICULTURE -
    USE - Generation of data for marketing purposes.
    ADVANTAGE - Provides specific demographic data rather than just
guesses DESCRIPTION OF DRAWING(S) - DESCRIPTION OF DRAWING(S) - System
schematic (12) customer; (16) Merchant; (4) marketing database.
    Dwg.1/12
Derwent Class: T01
International Patent Class (Main): G06F-017/30

 5/7/2   (Item 2 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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011658781   **Image available**
WPI Acc No: 98-075689/199807
 Procedure for transmitting mechanical **energy by compressed hydraulic**
 fluid pulses - compressing and expanding fluid in sequence in pipe with
 volume at least @ times greater than that of fluid
Patent Assignee: STARODETKO E A (STAR-I)
Inventor: STARODETKO E A; STARODETKO G E; STARODETKO K E
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date   Applicat No Kind Date   Main IPC   Week
RU 2081360 C1 19970610 RU 9438285   A 19941005 F16H-039/02   199807 B

Priority Applications (No Type Date): RU 9438285 A 19941005
Patent Details:
Patent   Kind Lan Pg Filing Notes   Application Patent
RU 2081360 C1   9

Abstract (Basic): RU 2081360 C
    A **mechanical** energy transmission procedure between source and
consumer consists of compressing a hydraulic fluid with the **mechanical**
energy and transmitting the energy along a pipe in pulses of
compressed fluid, expanding it at the end of the circuit to **interact**
with the **consumer** mechanism. The compression and expansion of the
fluid are carried out in sequence, and the expansion is carried out in
a pipe with a volume at least 10 times greater than that of the
compressed or expanded fluid. In addition, the pulsed fluid can be
transmitted along a number of parallel circuits at offset times,
regulating the transmitted energy with a programmed control system. The

procedure is carri●ut in a system in which the ●nical energy source (1) is linked kinematically to the piston (●● a compression cylinder (3), while the energy consumer (8) is connected to the expansion cylinder piston (5). Each of the cylinders is equipped with a two-position valve (9, 10) to connect it to the pipe which has a volume at least ten times greater than the volume of each of the cylinders. The system also has an auxiliary cylinder (13) with a spring-loaded piston (14), connected to the pipe through a control valve (12).
ADVANTAGE - Higher economy, ecologically clean and with minimal hydraulic losses.
Dwg.1/1
Derwent Class: Q57; Q64
International Patent Class (Main): F16H-039/02
International Patent Class (Additional): F15B-015/18

5/7/3   (Item 3 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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010990979   **Image available**
WPI Acc No: 96-487928/199649
 Modularised utility meter for consumers - has basic and add on modules, each with CPU, settable counter and comparator, actively operative and able to generate warning output signal
Patent Assignee: SIEMENS MEASUREMENTS LTD (SIEI)
Inventor: WARWICK R
Number of Countries: 007 Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week	
GB 2300722	A	19961113	GB 959282	A	19950506	G01R-011/24	199649	B
EP 742442	A2	19961113	EP 96302809	A	19960422	G01R-021/133	199650	
ZA 9603319	A	19970129	ZA 963319	A	19960425	G01R-000/00	199710	
EP 742442	A3	19970129	EP 96302809	A	19960422	G01R-011/24	199713	

Priority Applications (No Type Date): GB 959282 A 19950506
Cited Patents: No-SR.Pub; EP 163440; EP 598521; GB 2267156; GB 2280290; US 4301444
Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
GB 2300722	A		17			
EP 742442	A2	E	8			

   Designated States (Regional): DE ES FR IT SE

ZA 9603319	A		17			

Abstract (Basic): GB 2300722 A
     The utility meter includes a basic meter module (1) and an add on module (2). Electrical power is supplied to the modules by **input** lines (3). The **consumer** is fed with power by lines (4) via meter (5). The digital display (5a) indicates the electricity used by the consumer. The modules communicate optically by port (10). **Mechanical** strength is provided by the housings and a tamper proof seal.

     Each module has two counters. The modules may count the number of connections made between them or the time for which electricity is supplied. The comparators compare the count state of the counters and provide an output signal depending on the comparison if significant difference exists between modules.
     ADVANTAGE - Resists interference by unauthorised persons for purposes of fraud by producing output warning signal indicating when meter has been tampered with. Dwg.
     6
Derwent Class: S01; X12
International Patent Class (Main): G01R-000/00; G01R-011/24; G01R-021/133
International Patent Class (Additional): G01D-000/00; G01R-021/00

5/7/4   (Item 4 from file: 351)

010135491   **Image available**
WPI Acc No: 95-036742/199505
 **Flight simulator attached to support frame through articulating member -
 providing limited angular rotation about axis and unlimited rotation
 about second axis for simulation of aircraft motion**
Patent Assignee: BROWN R L (BROW-I); FEUER E (FEUE-I)
Inventor: BROWN R L; FEUER E
Number of Countries: 047 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week	
WO 9429828	A1	19941222	WO 94US6464	A	19940609	G09B-009/14	199505	B
AU 9471714	A	19950103	AU 9471714	A	19940609	G09B-009/14	199521	
US 5453011	A	19950926	US 9375695	A	19930610	G09B-009/12	199544	

Priority Applications (No Type Date): US 9375695 A 19930610
Cited Patents: US 3281962; US 3496650; US 3584429; US 4019261; US 4751662
Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
WO 9429828	A1	E	15			

Designated States (National): AT AU BB BG BR BY CA CH CN CZ DE DK ES FI
GB HU JP KP KR KZ LK LU LV MG MN MW NL NO NZ PL PT RO RU SD SE SK UA UZ
VN
Designated States (Regional): AT BE CH DE DK ES FR GB GR IE IT LU MC NL
OA PT SE

AU 9471714	A			Based on		WO 9429828
US 5453011	A		7			

Abstract (Basic): WO 9429828 A
      The motion simulator comprises an occupant capsule incorporating
seating for a user and a control input operated by the user, and a
support frame (24). An articulating mechanism (26) interconnects the
support frame and the occupant cradle, and is rotatable through 360
degrees in the roll axis.
      The articulating mechanism is rotated about the roll axis in
response to the control input from the user. A controller between the
rotation mechanism and the control input receives the input from the
capsule and applies definite rules of motion based on the capsule
position and the control input, and provides a proportional output for
the control of the rotating mechanism.
      USE/ADVANTAGE - Provides low-cost **mechanically** -robust system for
motion control of operator station in simulator applicable to either
training or amusement roll.
      Dwg.1/3
Abstract (Equivalent): US 5453011 A
      A motion simulator comprising:
      an occupant capsule incorporating seating for a **patron** and a
control **input** operable by the **patron** ;
      a support frame;
      a cantilevered articulating means interconnecting the support frame
and the occupant capsule, the articulating means rotatable through at
least 360deg. about a roll axis;
      a first means for rotating the articulating means about the roll
axis responsive to the control input by the occupant;
      said articulating means further rotatable about a pitch axis and
further comprising second means for rotating said articulating member
in said pitch axis; and
      a controller intermediate the first and second rotating means and
control input receiving the control input from the occupant capsule and
applying defined rules of motion based on capsule position and control
input and providing an output for control of the first and second
rotating means proportional thereto.
      Dwg.1/3
Derwent Class: P85; W06
International Patent Class (Main): G09B-009/12; G09B-009/14

009890430   **Image available**
WPI Acc No: 94-170346/199421
  **Financial document and cheque processing and printing system - has
  electronic lock for incrementing counter each time system is accessed,
  and sending interrupt signal to database and networking controller, which
  checks counter reading when system is next powered up**
Patent Assignee: TRI-PLUS TECHNOLOGY CORP (TRIP-N)
Inventor: LU J
Number of Countries: 002 Number of Patents: 003
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week	
GB 2273375	A	19940615	GB 9225616	A	19921208	G06F-015/21	199421	B
CN 1093186	A	19941005	CN 93103562	A	19930329	G06F-015/20	199717	N
GB 2273375	B	19970521	GB 9225616	A	19921208	G06F-017/60	199723	

Priority Applications (No Type Date): GB 9225616 A 19921208; CN 93103562 A
   19930329
Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
GB 2273375	A		38			

Abstract (Basic): GB 2273375 A
     The system serves as a workstation with financial security and
  networking capabilities under software control. The system supports
  financial document typesetting, printing, data processing and data
  management, and comprises a control module, an operation module and a
  database. The control module comprises a high speed laser printer (10),
  a database/networking controller (11), a synchronous power supply (12),
  an electronic lock (13), a system real-time recorder (14), an
  authorisation card (15), an account identification card (16), and a
  removable high capacity storage device (17).
     The operation module comprises a display (20), an operation
  processor (21), a financial keyboard (22), an optical scanner (23), and
  a magnetic ink character reader/magnetic reader (24). The control
  software is based on a finite state machine. The system may be extended
  by using several control modules and operation modules.
     ADVANTAGE - Automatically prints and processes documents. Supports
  various system task applications, English/Chinese characters, complete
  printing capability, management of cheque, bill, bond etc., networking,
  off-line, uninterrupted power supply, keeping of blank cheques,
  automatic MICR recording function, high reliability and high security.
     Dwg.2/11
Abstract (Equivalent): GB 2273375 B
     A system for printing and processing financial documents,
  comprising: a control module, an operation module, and a database,
  wherein the control module includes: a database/networking controller
  which includes means for managing the database and means for managing
  networking operations between the control module and the operation
  module; an electronic lock which includes a **mechanical** lock, means
  for automatically increasing a count of an electronic counter connected
  to a built-in battery every time the system is accessed, and at the
  same time sending an interrupt signal from the electronic lock to the
  database/networking controller each time the electronic lock is
  triggered, means for storing the interrupt signal in the database to
  thereby record a total number of accesses to the database and means for
  displaying the count and the number recorded in the database and
  sounding an alarm if the count and number do not match; a synchronous
  power supply controller which includes an uninterruptable power supply,
  means including a control switch for turning the system on and off, and
  means including a synchronous power switch for automatically connecting
  the system to the uninterruptable power supply when a normal power
  supply is off, and for automatically disconnecting the system from the
  uninterruptable power supply when the normal power supply comes on
  again; an image output device for printing customised financial

documents in respo●●to commands received from th●●●trol module via
the database/networking controller; identification●●●ns including an
integrated circuit card reader for **inputting   customer**
identification data, and means for comparing the customer
identification data with identification data stored in the database; a
real-time recorder including means for recording identification codes,
instruction commands and an operation status of the system each time
the system is accessed; and authorisation means for storing a
customer's authorisation information in the form of digital image
information which can be recalled; and wherein the operation module
includes: means including a display for displaying processing steps,
prompts and results of a financial operation; means including an
optical scanner for scanning image data and writing the scanned image
data into the database; means including a keyboard for inputting data;
means including a magnetic ink character reader for reading magnetic
ink characters during a data input operation; and a second processor
for receiving data from the optical scanner, the keyboard and the
magnetic ink character reader, and for processing the data under
control of the control module.
    Dwg.1
Derwent Class: T01; T04; T05
International Patent Class (Main): G06F-015/20; G06F-015/21; G06F-017/60
International Patent Class (Additional): G06K-015/00; G07F-019/00

5/7/6   (Item 6 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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009580851   **Image available**
WPI Acc No: 93-274397/199335
  **Check-out device allowing customer participation - reads article code and
  weight on input to conveyor, with weighing device for comparison and
  input inhibition during article transit**
Patent Assignee: TOKYO ELECTRIC CO LTD (TODK)
Inventor: AKITA H; IKEDA T
Number of Countries: 009 Number of Patents: 007
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week	
EP 557921	A2	19930901	EP 93102738	A	19930222	G07G-001/00	199335	B
CA 2089997	A	19930825	CA 2089997	A	19930219	G06F-015/21	199346	
US 5375680	A	19941227	US 9319859	A	19930219	A47F-009/04	199506	
EP 557921	A3	19941026				G07G-001/00	199534	
EP 557921	B1	19970502	EP 93102738	A	19930222	G07G-001/00	199722	
DE 69310243	E	19970605	DE 610243	A	19930222	G07G-001/00	199728	
			EP 93102738	A	19930222			
KR 9704528	B1	19970328	KR 932615	A	19930224	G06F-015/21	199938	

Priority Applications (No Type Date): JP 9261987 A 19920318; JP 9236064 A
   19920224
Cited Patents: -SR.Pub; BE 899018; EP 484300; EP 491348; GB 2161631; US
   3681570; US 3681571; US 5046570
Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
EP 557921	A2	E	14			
				Designated States (Regional): BE DE FR GB IT NL		
US 5375680	A		12			
EP 557921	B1	E	14			
				Designated States (Regional): BE DE FR GB IT NL		
DE 69310243	E			Based on		EP 557921

Abstract (Basic): EP 557921 A
     The device has an input section (10) with a reader for reading the
barcode from an article, together with a reference weight value. A
conveyor (22) then moves the article to a delivery section (41, 42), at
the same time weighing it.
     An electronic cash register (31A) holds reference weights assigned
to various types of article and compares the reference weight value

with the measured ⬤e. When the comparison provi⬤ match,
registration and settlement is performed. While an⬤icle is moving on
the conveyor, the input section is inhibited and the **customer** is
notified that **input** is not acceptable.

ADVANTAGE - Customer participation improves check-out throughput.
Device incorporates weighing facility to allow more kinds of articles
to be scanned by the customer.

Dwg.1/7

Abstract (Equivalent): EP 557921 B

A check-out device comprising: reading means (10) for reading an
article code recorded on an article; conveyor means (21) for conveying
the article put thereon after the article code is read by said reading
means (10); weighing means (22) for measuring the weight of the article
put on said conveyor means (21); and electronic cash register means
(31A) for storing reference weights assigned to various articles along
with article codes assigned to the various articles, for comparing the
weight measured by said weighing means (22) with a reference weight of
an article corresponding to the read article code, and for performing
registration and settlement of the article corresponding to the read
article code when it is detected from a result of comparison that the
article corresponding to the read article code is identical to one put
on said conveyor means (21); characterized by further comprising
inhibiting means (14, 23, (11) for inhibiting a next article code from
being read at least during a period of time from when the article code
has been read until the article put on said conveyor means (21) is
removed from said conveyor means (21).

Dwg.1/7b

Abstract (Equivalent): US 5375680 A

The check-out control comprises a reader for reading an article
code recorded on an article, a conveyor for conveying the article put
after the article code is read by the reader and a weighing sensor for
measuring the weight of the article put on the conveyor.

An electronic cash register stores reference weights assigned to
various articles along with article codes assigned to the various
articles, for comparing the weight measured by the weighing sensor with
a reference weight of an article corresponding to the read article
code, and for performing registration and settlement of the article
corresponding to the read article code when it is detected from a
result of comparison that the article corresponding to the read article
code is identical to one put on the conveyor.

USE/ADVANTAGE - Check-out device that performs registration of
articles to be purchased according to article codes recorded in a
mechanically readable form on the articles.

Dwg.1/7B

Derwent Class: P27; T01; T05
International Patent Class (Main): A47F-009/04; G06F-015/21; G07G-001/00
International Patent Class (Additional): G06F-015/22

5/7/7   (Item 7 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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008433413   **Image available**
WPI Acc No: 90-320413/199042
 **Automated interacting vending system for processed film products - has
 computer system with interactive screen and mechanised stowage for return
 of processed packages and payment collection**
Patent Assignee: DELPHI PARTNERS LTD (DELP-N); DELPHI TECHNOLOGY INC
  (DELP-N)
Inventor: BOSTIC S; PRATT J S
Number of Countries: 022 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
WO 9011582	A	19901004					199042 B
AU 9055217	A	19901022					199104
EP 465599	A	19920115	EP 90906666	A	19900328		199203
US 5113351	A	19920512	US 89330112	A	19890329	G06F-015/20	199222

JP 4506273 W 1992102⬤P 90506426 A 19900328 G07F-⬤2 199250
WO 90US1749 A 19900328

Priority Applications (No Type Date): US 89330112 A 19890329
Cited Patents: EP 68642; FR 2608298; FR 2619236; GB 2063541; US 3379295; WO
  8908901
Patent Details:
Patent   Kind Lan Pg Filing Notes   Application Patent
WO 9011582 A
    Designated States (National): AU BB CA FI JP MC NO
    Designated States (Regional): AT BE CH DE DK ES FR GB IT LU NL SE
EP 465599   A
    Designated States (Regional): AT BE CH DE ES FR GB GR IT LI LU NL SE
US 5113351 A   14
JP 4506273 W   13 Based on   WO 9011582

Abstract (Basic): WO 9011582 A
        In an automated, interactive system for receiving, storing,
    processing, retrieving and dispensing film, still video camera
    diskettes, or other products requiring processing, instructions on a
    screen prompt a patron to enter information. The information is stored
    on floppy disk or transmitted to a remote processing facility. A
    telephone help link is also provided.
        The finished prints are returned to the machine and stored for
    mechanical retrieval when the customer returns. Alternatively, the
    film is processed locally by an attached automated processing unit
    before storage.
        ADVANTAGE - 24 hour access, minimises handling delays, unmanned.
    (42pp Dwg.No.1/5
Abstract (Equivalent): US 5113351 A
        The system includes an unmanned, automated and computerised
    assembly analogous to an automatic teller machine (ATM). Instructions
    presented on an **interactive** video display prompt a **patron** to enter
    identification information and data concerning the type of
    photoprocessing desired. The information entered is stored on a floppy
    computer disc or transmitted electronically to a remote processing
    facility via a telephone link and used to track the order as it is
    processed at a remote location. The finished prints are returned to the
    apparatus and stored in a compartmentalised storage unit while awaiting
    pick-up by the customer. A random access retrieval mechanism included
    in the device allows packages of processed prints to be stored in any
    empty compartments of the storage unit. USE - An automated, interactive
    system for receiving, storing, processing, retrieving and dispensing
    film, still video camera diskettes, or other products which must be
    processed.
Derwent Class: P82; P84; S06; T01; T03; T05; W04
International Patent Class (Main): G06F-015/20; G07F-017/02
International Patent Class (Additional): G03B-027/46; G03D-015/00;
  G07F-007/00

  5/7/8   (Item 8 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c) 1999 Derwent Info Ltd. All rts. reserv.

004795992
WPI Acc No: 86-299333/198646
  **Bank account statement issuing device - has input terminal for pre-sorted
  accounts and uses code-reader at delivery device for reading account
  holder**
Patent Assignee: QUEISSER K (QUEI-I)
Inventor: QUEISSER K
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
DE 3532145	A	19861106	DE 3532145	A	19850910		198646 B

Priority Applications (No Type Date): DE 3532145 A 19850910

Abstract (Basic): DE 3532145 A
    The output device includes an account output terminal fitted with a
matching output mechanism which can be polled by means of **customer**
cards. The **input** terminal is provided for presorted accounts and the
code reader device at the delivery device reads the multiposition coded
account holder.
    A computer integrated into the device determines the associated
tray in the symmetrically arranged account lists. A **mechanical** device
located over the tray then takes on the work of sorting and issuing the
statements.
    ADVANTAGE - Fully automated account arranging and issuing. (3pp
Dwg.No.0/0
Derwent Class: T04; T05
International Patent Class (Additional): G06K-013/16; G06K-017/00

5/7/9   (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 1999 JPO & JAPIO. All rts. reserv.

06202559   **Image available**
VARYING   METHOD   FOR   PAPER   MONEY   APERTURE/COIN   APERTURE   SHUTTER
OPENING/CLOSING SPEED OF AUTOMATIC EQUIPMENT

PUB. NO.:   11-144116 [JP 11144116 A]
PUBLISHED: May 28, 1999 (19990528)
INVENTOR(s):   MIYAMOTO TOSHIHIKO
APPLICANT(s): OKI ELECTRIC IND CO LTD
APPL. NO.:   09-307463 [JP 97307463]
FILED: November 10, 1997 (19971110)

ABSTRACT
PROBLEM TO BE SOLVED: To reduce the work of a **maintenance person** such
as a shutter opening/closing speed and a countermeasure against complaints
about the shutter opening/closing speed by a clerk by making it possible to
set the paper money aperture/coin aperture shutter opening/closing speed
through a customer operation part and making equipment constitution in
which the shutter opening/closing speed is changed after the speed is set.

SOLUTION: This equipment is made to constitution in which a paper money
receiving and dispensing device (CCAD) 4 and a coin receiving and
dispensing device 5 can be changed with contents **inputted** through a
 customer operation part 7 of an ATM 1. At the time of executing
transaction through the ATM 1, the shutter opening/ closing speed of a
paper money aperture is varied, for example, when the moneys to be received
are inserted. Namely, the customer operation part 7 is provided with, for
example, a 'delay' key as a key for delaying the shutter opening/closing
speed on a paper money insertion operation screen and by pressing this key,
an instruction delaying the shutter opening/closing speed of the paper
money aperture is sent to the CCAD 4. With this instruction, the CCAD 4
closes the shutter at a speed slower than usual when the shutter is closed
after the paper moneys are inserted.

5/7/10   (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 1999 JPO & JAPIO. All rts. reserv.

05564411   **Image available**
DIGITAL PHOTOGRAPHIC PRINTING SYSTEM

PUB. NO.:   09-179211 [JP 9179211 A]

ABSTRACT

PROBLEM TO BE SOLVED: To simplify the reordering method of a photographic print.

SOLUTION: Image retrieval information are classified into customer specifying information and frame specifying information for each customer, only the latter is recorded in the photographic print and the former is specified by a different ID means 80. The number of digits of the frame specifying information recorded on the photographic print is defined as <=8. At the time of recording the photographic print, the **customer** specifying information is **mechanically inputted** by the ID means 80 and an ordering person records only the frame specifying information and number of desired photographic prints on an order sheet. A successful bidder inputs only the frame specifying information and the number of the desired prints from a keyboard 73, similarly. A CPU 74 retrieves image data corresponding to the image retrieval information from a hard disk 75, with the inputted image data retrieval information and a printer 60 prints the retrieved image on a photographic printing paper.

5/7/11   **(Item 3 from file: 347)**

03105669   **Image available**
AUTOMATIC CASH TRANSACTION MACHINE

ABSTRACT

PURPOSE: To continue a transaction process even in case a **mechanical** reading action is impossible with the information recorded into a transaction medium by allowing a **customer input** the substitute information.

CONSTITUTION: In case a main controller detects that the reading of the medium information is impossible, the main controller returns once a transaction medium to a customer by means of a medium reading/writing device 1. Then the **customer** is allowed **input** the account number of the returned medium via a **customer input** device 3. The **inputted** account number is sent to a host 4. The host 4 uses the received account number as a key and retrieves the information recorded in the medium and an identification number of the customer to send them to the controller 2. The controller 2 makes the **customer input** the identification number via the device 3 and compares the identification number with that received from the host 4. When the coincidence is obtained between both numbers, the medium is inputted again via the device 1 and the cash reception/ payment transaction is carried out via a cash reception/payment device 6 based on the information received from the host 4.

5/7/12   **(Item 4 from file: 347)**

ABSTRACT

PURPOSE: To easily and speedily execute recovery processing by immediately
grasping and displaying the contents of transaction when a trouble is
generated during the transaction of cash.

CONSTITUTION: A customer   inputs data by a keyboard 4 and when data are
transmitted to a high order station, a transaction tabulating condition is
set during the transaction. Then, the amounts of mechanical handling and
manual handling are stored in a designated amount storing area 8. The
answer of the high order station is received and the display amount of the
 mechanical   handling is instructed to a bank note uncoming and outgoing
machine 6. when the trouble is generated during the operation of the
incoming and outgoing machine 6, the incoming and outgoing machine 6
announces an abnormal end and announces only the amount which is normally
processed. A transaction processor 1 obtains only the announced amount as
the amount of the mechanical handling and adds the amount to a different
amount and the amount of the manual handling. Then, the amount is tabulated
in a register 9 and a tabulating status 7 is kept during the transaction.
When the tabulating condition shows that the transaction is just executed
at the time of next transaction start, the generation of an error and the
contents of the designated amount storing area 8 and tabulating register 9
are shown on a display part 3 with being divided into the amounts of the
 mechanical   handling and manual handling. Thus, cash control can be
exactly executed and a recovery processing time can be widely shortened.
?

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File    8:Ei Compendex(R)      -1999/Oct W3
          (c) 1999 Enginee   g Info. Inc.
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          (c) 1999 Cambridge Sci Abs
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          (c) 1999 Reed-Elsevier (UK) Ltd.
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          (c) 1999 INIST/CNRS
File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
          (c) 1998 Inst for Sci Info
File   34:SciSearch(R) Cited Ref Sci 1990-1999/Oct W5
          (c) 1999 Inst for Sci Info
File   99:Wilson Appl. Sci & Tech Abs 1983-1999/Sep
          (c) 1999 The HW Wilson Co.
?show files;ds
File    8:Ei Compendex(R) 1970-1999/Oct W3
          (c) 1999 Engineering Info. Inc.
File   77:Conference Papers Index 1973-1999/Nov
          (c) 1999 Cambridge Sci Abs
File 238:Abs. in New Tech & Eng. 1981-1999/Oct
          (c) 1999 Reed-Elsevier (UK) Ltd.
File   65:Inside Conferences 1993-1999/Jun W3
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File 202:Information Science Abs. 1966-1999/Aug
          (c)  Information Today, Inc
File   94:JICST-EPlus 1985-1999/Jul W4
          (c)1999 Japan Science and Tech Corp(JST)
File 233:Microcomputer Abstracts 1981-1999/Nov
          (c) 1999 Information Today Incl.
File 144:Pascal 1973-1999/Oct
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          (c) 1998 Inst for Sci Info
File   34:SciSearch(R) Cited Ref Sci 1990-1999/Oct W5
          (c) 1999 Inst for Sci Info
File   99:Wilson Appl. Sci & Tech Abs 1983-1999/Sep
          (c) 1999 The HW Wilson Co.

Set      Items    Description
S1        3887    (INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUI-
                   RY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR -
                   SHOPPER? OR CLIENT? OR PATRON?)
S2       63707    (EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-
                   MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3      256558    WORK()ORDER? OR WORK(N3)COMPLET? OR SERVICE?(N5)REQUEST? OR
                   SERVICE?(N3)ORDER? OR WORK(N2)AUTHORIZATION? OR MAINTENANCE?
S4     1515006    MECHANIC? OR SERVICE?(N)ADVISOR? OR MAINTENANCE()PERSON?
S5          28    S1 AND S4
S6       12461    S3 AND S4
S7           1    S5 AND S6
S8           1    S6 (S)S7
S9           7    S5 NOT MECHANICAL?
?
```

05582266   Genuine Article#: WJ008   Number of References: 6
**Title: Lessons learned outfitting the US Coast Guard with oil pollution
    equipment**

Author(s): Coe TJ (REPRINT)
Corporate Source: US COAST GUARD HQ,2100 SECOND ST SW/WASHINGTON//DC/20593
    (REPRINT)

Abstract: Lessons learned procuring US 30,500,000 dollars of oil pollution
    recovery equipment for the United States Coast Guard (USCG) in response
    to requirements of the Oil Pollution Act of 1990 (OPA-90) are
    presented. A generic requirements analysis and a selection process
    useful for making equipment acquisitions and staging site selections
    are described. Response mission, oil spill threat, response area
    peculiarities, available resources, equipment capabilities, training
    requirements and life cycle costs are all factors which must be
    carefully considered in outfitting a response organization. A method to
    ensure you obtain quality equipment which meets your functional
    requirements is outlined. Long range concerns about logistics support,
    training and **maintenance** are also important considerations.

    Leveraging existing resources such as existing USCG vessels,
commercial vessels available on short notice for lease and the original
oil response equipment inventory of the two USCG Strike Teams proved to
be extremely cost effective. Selection of a vessel of opportunity
skimming system (VOSS) and outfitting replacement offshore buoy tenders
with an on-board spilled oil recovery system (SORS) eliminated the
costly option of procuring dedicated pollution response vessels which
are generally underutilized as a single mission platform. A first
article field and factory acceptance testing program ensured all
equipment functioned as specified, eliminating costly errors. This
process also provided valuable **customer   input** and significant
equipment improvements before production started. Quality assurance
testing and Government oversight ensured production units were
fabricated properly with specified materials identical to the approved
first articles adding reliability to the entire delivered system.
Staging equipment at three Strike Teams and 19 sites near existing
Coast Guard buoy tenders best used the available personnel and vessel
resources adjacent to primary oil spill threat areas.

peculiarities, avail● resources, equipment capabil●s, training requirements and life● le costs are all factors whi●st be carefully considered in outfitting a response organization. A method to ensure you obtain quality equipment which meets your functional requirements is outlined. Long range concerns about logistics support, training and **maintenance** are also important considerations.

Leveraging existing resources such as existing USCG vessels, commercial vessels available on short notice for lease and the original oil response equipment inventory of the two USCG Strike Teams proved to be extremely cost effective. Selection of a vessel of opportunity skimming system (VOSS) and outfitting replacement offshore buoy tenders with an on-board spilled oil recovery system (SORS) eliminated the costly option of procuring dedicated pollution response vessels which are generally underutilized as a single mission platform. A first article field and factory acceptance testing program ensured all equipment functioned as specified, eliminating costly errors. This process also provided valuable customer input and significant equipment improvements before production started. Quality assurance testing and Government oversight ensured production units were fabricated properly with specified materials identical to the approved first articles adding reliability to the entire delivered system. Staging equipment at three Strike Teams and 19 sites near existing Coast Guard buoy tenders best used the available personnel and vessel resources adjacent to primary oil spill threat areas.

9/7/1   (Item 1 from file: 8)
DIALOG(R)File   8:Ei Compendex(R)
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02094520   E.I. Monthly No: EIM8606-034450
 Title: **QUALITY - THE CUSTOMER VIEW.**
 Author: Shaw, Jack J.
 Corporate Source: Northern Telecom Inc, USA
 Conference Title: Conference Record - IEEE Global Telecommunications Conference, GLOBECOM '84: Communications in the Information Age.
 Conference Location: Atlanta, GA, USA   Conference Date: 19841126
 Sponsor: IEEE Communications Soc, New York, NY, USA; IEEE, Atlanta Section, Atlanta, GA, USA
 E.I. Conference No.: 07814
 Source: Publ by IEEE, New York, NY, USA. Available from IEEE Service Cent (Cat n 84CH2064-4), Piscataway, NJ, USA p 583-589
 Publication Year: 1984
 Language: English
 Document Type: PA; (Conference Paper)
 Journal Announcement: 8606
 Abstract: To ensure that the quality of products and services meets today's marketplace needs, Northern Telecom Inc. has developed a customer satisfaction program. Essentially, the program measures the key parameters that constitute Quality as perceived by the customer. The program enhances the traditional quality control **mechanics** of assuring customer satisfaction through reliability, appearance, specifications, etc. The program uses a basic market research technique, the questionnaire, that asks the buyer to judge the quality of the company's product and services in terms of user needs, i. e. , delivery schedules, billing accuracy, product quality, etc. The approach is novel and is providing many beneficial results.

9/7/2   (Item 1 from file: 202)
DIALOG(R)File 202:Information Science Abs.
(c) Information Today, Inc. All rts. reserv.

00206951 9606951
ISA Document Number in Printed Publication: 9607609
  Brokering access to heritage information. CHIN's strategy for the '90s.
Document Type: Monographic Chapter
Author (Affiliation): Rottenberg, B.L. (Canadian Heritage Information

Network)
Country of Affiliation: C●da
Publication Language(s): English
Publication Country: United States
Source: In Hands On Hypermedia and Interactivity in Museums Selected papers
    from the Third International Conference on Hypermedia and Interactivity
    in Museums: San Diego, CA, October 9-13, 1995 p. 123-130 1995 Archives
    & Museum Informatics Pittsburgh, PA
        Canadian museums are no strangers to networking. As early as the
    1970s, many museums were participating in a networked environment
    through their membership in the Canadian Heritage Information Network
    (CHIN). The early environment was highly centralized and limited in
    functionality, but nonetheless was dedicated to the principle of
    sharing electronic information. In 1993, CHIN established its first
    tentative links to the Internet, and, in October 1995, completed its
    migration to the Internet environment. Since 1972, CHIN has provided
    the community with technical support and **advisory   services** . Through
    a collegial process, it has worked to develop standards and raise the
    profile of technology in museums. This paper explores the fundamental
    changes resulting from CHIN's strategic shift to the Internet
    environment. These changes significantly alter both the way in which
    CHIN **interacts** with its **clients** and also the ways in which Canadian
    museums interact with their public and with each other.

    9/7/3   (Item 1 from file: 144)
DIALOG(R)File 144:Pascal
(c) 1999 INIST/CNRS. All rts. reserv.

    13389697   PASCAL No.: 97-0575092
    Insecurity of quantum secure computations
    LO Hoi-Kwong
    Basic Research Institute in the Mathematical Sciences, Hewlett-Packard
Labs, Filton Road, Stoke Gifford, Bristol BS12 6QZ, United Kingdom;
Institute for Theoretical Physics, University of California, Santa Barbara,
Santa Barbara, California 93106-4030
    Journal: Physical review. A, 1997-08, 56 (2) 1154-1162
    ISSN: 1050-2947 CODEN: PLRAAN Availability: INIST-144 A
    Document Type: P (Serial) ; A (Analytic)
    Country of Publication: United States
    Language: English
    It had been widely claimed that quantum **mechanics** can protect private
information during public decision in, for example, the so-called two-party
secure computation. If this were the case, quantum smart-cards, storing
confidential information accessible only to a proper reader, could prevent
fake teller machines from learning the PIN (personal identification number)
from the **customers** **input** . Although such optimism has been challenged by
the recent surprising discovery of the insecurity of the so-called quantum
bit commitment, the security of quantum two-party computation itself
remains unaddressed. Here I answer this question directly by showing that
all one-sided two-party computations (which allow only one of the two
parties to learn the result) are necessarily insecure. As corollaries to my
results, quantum one-way oblivious password identification and the
so-called quantum one-out-of-two oblivious transfer are impossible. I also
construct a class of functions that cannot be computed securely in any
two-sided two-party computation. Nevertheless, quantum cryptography remains
useful in key distribution and can still provide partial security in
quantum money proposed by Wiesner.

    9/7/4   (Item 1 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
(c) 1999 Inst for Sci Info. All rts. reserv.

07796672   Genuine Article#: 209GR   Number of References: 12
Title: Providing welfare rights advice in primary care

Author(s): Coppel DH; Pa████ CJ (REPRINT) ; Varnam MA ████
Corporate Source: UNIV NO████NGHAM HOSP,QUEENS MED CTR, DE████UBL HLTH MED &
     EPIDEMIOL/NOTTINGHAM NG7 2UH//ENGLAND/ (REPRINT); UNIV NOTTINGHAM
     HOSP,QUEENS MED CTR, DEPT PUBL HLTH MED & EPIDEMIOL/NOTTINGHAM NG7
     2UH//ENGLAND/
Abstract: Objective. To evaluate the introduction of dedicated open access
     welfare rights advice sessions in a general practice setting.

     Design. A retrospective study of 416 client visits over a 11 month
     period from August 1995. A prospective questionnaire survey of 34
     attendees over a three month period from April 1996. Semi-structured
     interviews with 11 involved primary care staff.

     Setting: An inner city health centre.
     Outcomes. Social characteristics of clients attending; problems
     presented; benefit uptake; views from the health centre staff and
     welfare rights advisers and comments on future development.

     Results: A total of 270 new clients used the service during the
     study period with 146 repeat visits (35%). Of the new clients, 158 out
     of 270 (59%) reported that they were disabled and 50% of the 158 had
     specific disability based welfare rights enquiries. 15% of new clients
     (40 out of 270) were found to be owed money by the current benefit
     system. Of these, 24 clients obtained one-off payments totalling pound
     15863 and 16 clients obtained regular payments totalling pound 539 a
     week. 58% of **interviewed   clients** had not previously accessed any
     welfare rights **advisory   services** . The welfare rights service was
     considered by the primary health care team to be a very useful
     contribution in a highly deprived area.

     Conclusions. The advice service increased the uptake of social
     security benefits in 15% of all new attendees. An open access service
     may not have been the most efficient method of delivering such advice.
     However, the high proportion of new clients who reported having a
     disability suggested that a health centre setting may be particularly
     accessible for those reporting disability. Further work is required to
     explore these findings and the most effective and efficient method of
     delivering the service in a deprived inner city setting.

 9/7/5   (Item 2 from file: 34)
Title: Insecurity of quantum secure computations
Author(s): Lo HK   (REPRINT)
Corporate Source: HEWLETT PACKARD LABS,BASIC RES INST MATH SCI, FILTON
     RD/BRISTOL BS12 6QZ/AVON/ENGLAND/ (REPRINT); UNIV CALIF SANTA
     BARBARA,INST THEORET PHYS/SANTA BARBARA//CA/93106
Abstract: It had been widely claimed that quantum **mechanics** can protect
     private information during public decision in, for example, the
     so-called two-party secure computation. If this were the case, quantum
     smart-cards, storing confidential information accessible only to a
     proper reader, could prevent fake teller machines from learning the PIN
     (personal identification number) from the **customers ' input** .
     Although such optimism has been challenged by the recent surprising
     discovery of the insecurity of the so-called quantum bit commitment,

the security of quan●wo-party computation itself ●ins
unaddressed. Here I a●er this question directly by ●ing that all
one-sided two-party computations (which allow only one of the two
parties to learn the result) are necessarily insecure. As corollaries
to my results, quantum one-way oblivious password identification and
the so-called quantum one-out-of-two oblivious transfer are impossible.
I also construct a class of functions that cannot be computed securely
in any two-sided two-party computation. Nevertheless, quantum
cryptography remains useful in key distribution and can still provide
partial security in ''quantum money'' proposed by Wiesner.

9/7/6   (Item 3 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
(c) 1999 Inst for Sci Info. All rts. reserv.

03446568   Genuine Article#: ND179   Number of References: 0
                                        (NO REFS KEYED)
**Title: RESEARCH-PROJECT PREFERENCE OF THE CONSUMER FOR LOCAL FOOD OF
   NORTH-RHINE-WESTPHALIA (NEIGHBORHOOD PRODUCTS)**
Author(s): HENSCHE HU
Corporate Source: UNIV GESAMTHSCH PADERBORN,FACHBEREICH LANDBAU,POSTFACH
     1465/D-59474 SOEST//GERMANY/
Journal: BERICHTE UBER LANDWIRTSCHAFT, 1994, V72, N1 (MAR), P52-75
ISSN: 0005-9080
Language: GERMAN   Document Type: ARTICLE
Abstract: Regional marketing concepts based on the transparency of the path
    taken by products from familiar surroundings on their way from the
    producer to the retailer can bring competitive advantages.

    This is the conclusion drawn from the research project entitiled
    ''Neighbourhood Products'', which was conducted in the Soest Faculty of
    Agriculture of the University - Comprehensive Institute of Higher
    Education (Universitat - Gesamthochschule) in Paderborn.

    The basic question investigated was whether and in which ways the
    origins of food from the local area can be adopted as a convincing
    aspect of sales stimulation. With this in view, a consumer survey
    (1,400 householders) and a producer survey (700 farmers with farms
    exceeding 10 ha) were conducted in 1991 with the support of a market
    research institute in North Rhine-Westphalia. The assistance of the two
    North Rhine-Westphalian chambers of agriculture, who employed students
    from technical school classes to conduct their **interviews** , enabled
    2,000 additional **shoppers** to be **interviewed** regarding their buying
    habits for bread and meat.

    For the marketing of food, the patterns of behaviour of the
    consumers and farmers provided interesting pointers to selfcontained
    marketing concepts based on the transparency of the path taken by
    products from familiar surrounding areas. These can be married to
    long-term forms of the division of labour.

    In the opinion of the research team from ''Neighbourhood
    Products'', the main sponsors of such concepts should be commercial
    companies as it is they who take the risks in a market economy in the
    hope of making profits. The task of the **advisory   services** ,
    research institutes and state promotion is to prepare the ground for
    the exercise personal initiative.

9/7/7   (Item 1 from file: 99)
DIALOG(R)File 99:Wilson Appl. Sci & Tech Abs
(c) 1999 The HW Wilson Co. All rts. reserv.

1490803 H.W. WILSON RECORD NUMBER: BAST97020248
How do I use Java remote method invocation from an applet?
Berg, Cliff;
Dr. Dobb's Journal v. 22 (Mar. '97) p. 101-103

ABSTRACT: Java Remote Method Invocation (RMI) offers a very powerful
utility for creating truly distributed programs.   It allows programmers to
gain access to data on legacy systems and to give users new host-based
services via a downloadable applet.   Using Java RMI involves defining
method calls in Java and calling the same methods that have been compiled.
The current release of this system is preliminary, and several new features
are being developed, including persistent references and multitasking.   The
ability to perform callbacks to applet objects also facilitates real-time
and notification applications without polling.   Finally, when it is
feasible to bypass RMI and employ sockets to implement any **client** /server
interaction , the RMI protocol encapsulates all the **mechanics**   of passing
data as objects and simplifies client/server programming.
?

Set	Items	Description
S1	553	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUI-RY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR -SHOPPER? OR CLIENT? OR PATRON?)
S2	1016	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	449	(PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? -OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)-AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAI-NTENANCE?)
S4	79	S2 AND (MAINTENANCE? OR REPAIR?)
S5	7	S1 AND S2
S6	0	S5 AND S3

' 5/5/1   (Item 1 from f●●256)
DIALOG(R)File 256:SoftBase●Reviews,Companies&Prods.
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01743143   DOCUMENT TYPE: Product

PRODUCT NAME: Clarify eFrontOffice (743143)

Clarify Inc (545392)
2125 One1 Dr
San Jose, CA 95131 United States
TELEPHONE: (408) 573-3000

RECORD TYPE: Directory

CONTACT: Sales Department

Clarify eFrontOffice is a comprehensive customer **care** solution that
integrates **information** from any form of **customer   interaction** --
Web-based, over the telephone, via e-mail, or face-to-face. The system
helps customer service and marketing staff improve relationships with
customers and personalize services. Clarify eFrontOffice helps World Wide
Web sites, call centers, and field sales and service teams communicate. It
improves Internet marketing efforts. Clarify eFrontOffice and FrontOffice
98 are used by many major corporations to maintain customer relationships.
DESCRIPTORS: Customer Management; Call Centers; Internet Customer Service;
    Customer Service; E-Mail Utilities; Computer Telephony; Public Networks
    ; Field Service Management; Sales Management; E-Commerce

HARDWARE: UNIX; IBM PC & Compatibles
OPERATING SYSTEM: Windows NT; UNIX
PROGRAM LANGUAGES: XML; Java; Object Oriented Languages
TYPE OF PRODUCT: Mini; Micro; Workstation
POTENTIAL USERS: Sales, Customer Service, Front Offices, Call Centers
PRICE: Available upon request

REVISION DATE: 000000

5/5/2   (Item 2 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
(c)1999 Info.Sources Inc. All rts. reserv.

00114415   DOCUMENT TYPE: Review

PRODUCT NAMES: CART   (739758)

TITLE: Salford Systems and Fleet: Understanding Customer Characteristics
AUTHOR: Staff
SOURCE: PC AI,   v13 n1 p39(2) Jan/Feb 1999
ISSN: 0894-0711
HOMEPAGE: http://www.pcai.com/pcai

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

CART from Salford Systems is a data-mining application that can assist
banks and other financial institutions in gathering information about
banking customers and creating finely-tuned product and service promotions.
Using a decision tree to display data results, users can easily understand
the **interactions** among variables. Historical **customer   data** is
collected first with **CART** , then in the same environment, users can create
models made from `massaged' customer information that is merged into
datasets and output as standard text files. These text files can be fed
into various modeling tools using the CART interface to create
logistic-regression models for illustrating a bank's overall customer
landscape. CART ultimately provides banks with models of their best

'customers by predicting t●pected balance they will ev●ly carry.

COMPANY NAME: Salford Systems (659576)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Data Mining; Financial Institutions; Market Research; Sales
     Analysis; Decision Support Systems; Banks; Artificial Intelligence
REVISION DATE: 990430

   5/5/3   (Item 3 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00112987   DOCUMENT TYPE: Review

**PRODUCT NAMES: 3Com Bigpicture Video Phone (713163); NetStudio 1.0
(705411); Microsoft FrontPage 98 (580457); Spin Panorama 2.0 (677914);
WebGenie Shopping Cart (718203)**

TITLE: E-Commerce
AUTHOR: Staff
SOURCE: PC/Computing,   v11 n12 p260(2) Dec 1998
ISSN: 0899-1847
HOMEPAGE: http://www.pccomputing.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Digital images and documents are excellent e-commerce tools. Several
software programs are available that can take digital images and make them
a part of a productive and profitable e-commerce World Wide Web site,
including 3Com Bigpicture Video Phone, NetStudio's NetStudio 1.0,
Microsoft's FrontPage 98, PictureWorks' Spin Panorama 2.0, and WebGenie's
Shopping Cart. Bigpicture can be used to install a Web cam, which will take
photos or video of the office at regular intervals, and post them to the
Web so customers can see the inside of the office. It can also be used to
promote two-way **interaction** , and allows **customers** to videoconference.
NetStudio can be used to add a personal touch to online **customer
interaction** . NetStudio makes it easy to get a Web page up and running
quickly, and posts pages that give staff photos and bios online to add a
personal touch. FrontPage 98 makes it easy to post pictures to a Web site.
Posting photos to a site can be a useful tool for promoting a business. For
example, to show before and after shots for a contractor or fix-it shop.
WebGenie Shopping Cart focuses on the heart of online commerce, that is,
selling products on the Web site. The tool helps organizations present
digital images of products being sold. The pictures can be linked to
product **information** , and the shopping **cart** program can be linked to the
images to let customers buy the merchandise easily.

COMPANY NAME: 3Com Corp (125105); NetStudio Corp (646156); Microsoft
     Corp (112127); PictureWorks Technology Inc (593974); WebGenie
     Software Pty Ltd (651532)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Internet Marketing; Graphics Tools; Public Networks; IBM PC &
     Compatibles; Web Page Design; Electronic Publishing; Authoring Systems;
     Image Processing; Videoconferencing; Internet Utilities; E-Commerce
REVISION DATE: 990624

   5/5/4   (Item 4 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00105051   DOCUMENT TYPE: Review

PRODUCT NAMES: Internet Search Engines (838403); Health Care (830400)

RECORD TYPE: Review
REVIEW TYPE: Product Comparison
GRADE: Product Comparison, No Rating

Medical search engines such as the MED Engine, MedBot, NASB, OMNI, and DDRT
can provide reliable medical information. MED Engine includes 10 medical
hotlists and medical sites on which a search can be run. Only six can be
searched at one time. The site is oriented toward consumer health **care
information** and will not provide good results for scholarly research.
MedBot has a broader selection of sites that can be searched, and the
process of searching is easier. The selections are also well-organized.
However, MedBot still does not have collections of clinical content for
physicians. NASB can query 29 medical sites and online journals. In
addition, other onlin resources, including medical newsgroups and
commercial medical sites, can also be searched. To search on all the sites
however, it is necessary to enter the search term into each of the various
forms. Most of the journals listed are abstracts only, and high quality
content sites have not been included. OMNI includes indexing and new
searching strategies to improve its usefulness. OMNI emphasizes medical
journal sites with abstracts of current and past issues online. The
Karolinska Institute's DDRT (Diseases, Disorders, & Related Topics) page is
a quality medical Web link site. DDRT is similar to OMNI, although it
indexes the sites to a higher degree. The page lists 33 disease categories;
clicking on one will yield hierarchically organized list of sites.

COMPANY NAME: Vendor Independent (999999)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Internet Utilities; Front Ends; Health **Care ; Information**
    Retrieval; Public Networks; Indexing Software; **Consumer** Health Care;
    Query & Retrieval Systems; Medical Diagnosis; Internet Search Engines
REVISION DATE: 980530

 5/5/5   (Item 5 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
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00101381   DOCUMENT TYPE: Review

**PRODUCT NAMES: CA-Datacom   (302163); Sybase SQL Server   (695017); SQL
Engine Windows   (452149); GQL (Graphical Query Language)   (215384)**

**TITLE: HMO's client/server move frustrates developers while nourishing
users**
AUTHOR: Harding, Elizabeth U.
SOURCE: Application Development Trends,   v4 n4 p13(2) Apr 1997
ISSN: 1073-9564
HOMEPAGE: http://www.spgnet.com

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Computer Associates International's CA-Datacom, Sybase's Sybase SQL Server,
Gupta's (now Centura's) SQL Engine for Windows, and Andyne's GQL (Graphical
Query Language) are products highlighted in a brief discussion of Group
Health Cooperative of Puget Sound's (GHC's) migration from a
mainframe-based computing system to a client/server, networked environment.
The new system encompasses financial and administration systems along with
clinical operations. The change was made to provide users, health
professionals, and caregivers better and direct access to information. More
empowered users can make better decisions, says David Swan, CIO of GHC. The

·system consists of UNIX s⬤s from Sun Microsystems, Wi⬤ clients,
Centura Software's SQL fo⬤ndows client/server developme⬤ool, and
other UNIX tools from SAS Institute, Andyne Computing, and Century
Analysis. Consistent user access is fostered with a development model that
includes a mixture of internal development and packaged applications.
Internal development was done with Gupta SQL for Windows as a GUI builder
and the GQL general query language. A client /server data warehouse
stores clinical knowledge, cost data, and other data. Older proprietary
systems are used as a baseline to create a system that links more than 60
facilities that were part of the GHC network, including clinics, hospitals,
and specialty centers. The CA-Datacom RDBMS ran on older, now retired
System/36 computers.

COMPANY NAME: Computer Associates International Inc (081957); Sybase Inc
     (414981); Centura Software Inc (427161); Andyne Computing Ltd
     (254622)
DESCRIPTORS: SQL; Database Management; Client/server; Network Software;
     IBM PC & Compatibles; Windows; Health Care Facilities; Information
     Retrieval
REVISION DATE: 980630

   5/5/6   (Item 6 from file: 256)
DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.
(c)1999 Info.Sources Inc. All rts. reserv.

00092097   DOCUMENT TYPE: Review

PRODUCT NAMES: Physician's Home Assistant Windows (537811)

TITLE: Medical HouseCall, an Interactive Home Medical Guide
AUTHOR: Abramson, Ronald, M.D.
SOURCE: M D Computing,   v13 n3 p221(3) May/Jun 1996
ISSN: 0724-6811

RECORD TYPE: Review
REVIEW TYPE: Review
GRADE: A

Applied Medical Informatics' Medical HouseCall, an interactive home medical
guide and symptom analysis program for Windows, can give consumers expert
answers to medical questions . The program includes the usual disclaimer
stating that it is only a reference tool and not a substitute for the care
of a physician. The database is comprehensive, and users can tour the
program or choose one of four primary sections: Symptom Analysis; Drug
Interactions; Personal Medical Record; and Encyclopedia. Users enter
personal information, including symptoms, to obtain guidance. During tests
by one user, symptoms entered returned a diagnosis known to be correct for
one condition, but failed for another. Drug side effects are described, and
Medical Record provides a choice of 20 categories of data, including
Demographic Information and Emergency Contacts. Medical HouseCall is
recommended for any educated consumer.

COMPANY NAME: Mindscape Inc (113051)
SPECIAL FEATURE: Screen Layouts
DESCRIPTORS: Windows; Consumer Health Care ; CD-ROMs; Information
     Retrieval; IBM PC & Compatibles; Database Content; Medical Records
REVISION DATE: 981030

   5/5/7   (Item 1 from file: 278)
DIALOG(R)File 278:Microcomputer Software Guide
(c) 1999 Reed Elsevier Inc. All rts. reserv.

   0021605
   3162618XX   STATUS: ACTIVE ENTRY
   TITLE: Dispatch Management (a Part of ABECAS)
   VERSION: 3.3

MICROPROCESSOR TYPE: ●site training unlimited su●services for first 90 days & through subscription thereafter
PRICE INFORMATION:
Contact publisher for price
ANNOTATION: Records Called Loads, Generates Dispatching Equipment & Assigns Loads to Equipment for Trips. 3-Way Screen Shows Loads, Equipment & Other Data. Loads & Equipment Can Be Organized by Various User-Selected Data Factors. Options Include Carrier/Area Use Search, Driver Trip Log Data, Driver Summary Hours, Safety Record & Customer Inquiry. Multiple Jobs Can Be Assigned Per Load. Mileage Tracked Automatically Through Pre-Entered Zip Codes
DESCRIPTORS: TRANSPORTATION AND TRAVEL - TRUCKING
DESCRIPTOR CODES: 10000987
PUBLISHER: Argos Software; Argos Soft   (0-927991)

ADDRESS: 3949 Sparks Dr., SE
         Grand Rapids, MI 49546-6408
TEL.: 616-949-6400
SAN: 284-6543

ADDRESS: 4949 N. Crystal Ave., No. 140
         Fresno, CA 93750-0208
TEL.: 209-227-1000
?

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File  15:ABI/INFORM(R) 19    999/Nov 09
         (c) 1999 Bell &    ll
File  16:Gale Group PROMT(R) 1990-1999/Nov 09
         (c) 1999 The Gale Group
File 275:Gale Group Computer DB(TM) 1983-1999/Nov 09
         (c) 1999 The Gale Group
File 647:CMP  Computer Fulltext 1988-1999/Oct W5
         (c) 1999 CMP
File 810:Business Wire 1986-1999/Feb 28
         (c) 1999 Business Wire
File 624:McGraw-Hill Publications 1985-1999/Nov 04
         (c) 1999 McGraw-Hill Co. Inc
File 621:Gale Group New Prod.Annou.(R) 1985-1999/Nov 09
         (c) 1999 The Gale Group
File 484:Periodical Abstracts Plustext 1986-1999/Oct W4
         (c) 1999 Bell & Howell
File 148:Gale Group Trade & Industry DB 1976-1999/Nov 09
         (c)1999 The Gale Group
File 370:Science 1996-1999/Jul W3
         (c) 1999 AAAS
File 553:Wilson Bus. Abs. FullText 1982-1999/Sep
         (c) 1999 The HW Wilson Co
File 160:Gale Group PROMT(R) 1972-1989
         (c) 1999 The Gale Group
File 610:Business Wire 1999-1999/Nov 09
         (c) 1999 Business Wire.


Set     Items    Description
S1      151605   (INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUI-
                 RY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR -
                 SHOPPER? OR CLIENT? OR PATRON?)
S2      339533   (EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-
                 MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3      1001427  WORK()ORDER? OR WORK(N3)COMPLET? OR SERVICE?(N5)REQUEST? OR
                 SERVICE?(N3)ORDER? OR WORK(N2)AUTHORIZATION? OR MAINTENANCE?
S4      396372   MECHANIC? OR SERVICE?(N)ADVISOR? OR MAINTENANCE()PERSON?
S5      5488     S1 AND S4
S6      68537    S3 AND S4
S7      1657     S5 AND S6
S8      1657     S6 (S)S7
S9      238      S8(S)S1
S10     9        S9(S)S2
S11     22289    S3(S)S4
S12     43       S11(S)S1
S13     7        S10 NOT S12
S14     5        RD (unique items)
S15     27       RD S12 (unique items)
S16     26       S15 NOT PY=1999
?
```

`14/3,K/1      (Item 1 from file: 15)`

01392646   00-43633
Real-time pricing--restructuring's big bang?
Hanser, Phil; Wharton, Joe; Fox-Penner, Peter
Public Utilities Fortnightly v135n5 PP: 22-30 Mar 1, 1997
ISSN: 1078-5892 JRNL CODE: PUF
WORD COUNT: 2913

...TEXT: but also will provide price and bill forecasts, and bill
computation. The systems will provide **inputs** to the **customer** 's
financial and managerial accounting systems and early warnings about
equipment maintenance problems .

Vendors could aggressively market such products by taking on the potential
price and quantity risk...

`14/3,K/2      (Item 1 from file: 484)`

01721754   (USE FORMAT 7 OR 9 FOR FULLTEXT)
Hottest careers for blacks
Anonymous
Ebony (GEBO), v49 n1, p88-96
 Nov 1993
 ISSN: 0012-9011   JOURNAL CODE: GEBO
 DOCUMENT TYPE: Feature
 LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2286   LENGTH: Long (31+ col inches)

TEXT:
...   can do everything from automating dance steps to emulating a
painter's canvas and even **interacting** with **customers** via satellite.
Although jobs in this market have lagged in recent years, they are expected
...

...says Chicago entrepreneur Charles Green, president of CIM3, a computer
UNIX system house, and chief **information** officer of Concerned Health
Care of America, Inc., a software **maintenance** company. He says computer
experts, such as programmers, analysts and technicians, will have to train
...

`14/3,K/3      (Item 1 from file: 148)`

10503400   SUPPLIER NUMBER: 21076836   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Leasing and certified used cars impact the aftermarket.
Kaufman, Edward
Automotive Marketing, v27, n8, p24(4)
August, 1998
ISSN: 0193-3264   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3917   LINE COUNT: 00345

...   or phone: (615) 333-1400
     AAA on Maintenance
     Finally, in hope of finding some hard **data** on **vehicle** maintenance
practices, I called on Dave Van Sickle of the American Automotive
Association (AAA) in...

...We too, wonder whether lessees change their oil as frequently as owners.
We have other **questions** on how well **consumers** are maintaining their
vehicles and up to now we have had only anecdotal evidence. However...

...going to conduct an ex●●ive survey among vehicle use●●e'll examine
their practices on **maintenance** and see how they compare to our
recommended practices."
        I asked, "What are the AAA...

14/3,K/4   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09372304   SUPPLIER NUMBER: 19232352   (USE FORMAT 7 OR 9 FOR FULL TEXT)
How to buy better preventive maintenance. (construction equipment)
Stewart, Larry
Construction Equipment, v95, n2, p72(4)
Feb, 1997
ISSN: 0192-3978   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2622   LINE COUNT: 00212

...   machine's sale price.
    Vendors often propose standard packages of services. Most can do
preventive **maintenance** on demand, but there are cost advantages to
allowing them to track **equipment** usage - requiring limited **client   data
 input** - and notify users when service is due. Managers thinking about
committing to **maintenance** contracts should consider basic proposals to be
working documents. It's your responsibility to help...

14/3,K/5   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

02029160   SUPPLIER NUMBER: 03251010   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Distribution computer software & services directory. (physical distribution
 of goods)**
Handling & Shipping Management, v25, p51(7)
May, 1984
ISSN: 0194-603X   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 4623   LINE COUNT: 00405

...   NAtionwide, inc. STAR-TRAC TRAC-MAN RATE-MAN }Watkins Motrs Lines,
inc. Management Information System **Customer   Inquiry** Service
Consolidation/ BAckhaul Through load planning and consolidation of round
trips, fleet managers can cut...Electric Information SErvices Co. Agent
System Transact, Inc. Transact Software System * Tymshare, Inc. TIPS (Trade
 Information Reporting System) MIPS/CORTEX **Equipment   Maintenance**
    Though a wide range of maintenance packages are available, all share
a common goal: reducing...

16/3,K/1   (Item 1 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01520886   01-71874
Kudos for Navy's SIMA, San Diego!
Ryan, Bobbie; Ward, Joyce
Journal for Quality & Participation v20n4 PP: 42-47 Sep 1997
ISSN: 1040-9602 JRNL CODE: QCJ
WORD COUNT: 3358

...TEXT: SIMA representatives went aboard 17 naval vessels that comprised
25 percent of SIMA's principal **customer** base. They **interviewed** hundreds
of sailors at all levels of the organization, ranging from the commanding
officer to junior **maintenance   personnel** . The interviewees indicated
three top priority needs:

Top quality work

Work completed on time

(Chart...

16/3,K/2   (Item 2 from file: 15)

01508755   01-59743
An examination of the ralationship between work group characteristics and performance: Once more into the breech
Hyatt, David E; Ruddy, Thomas M
Personnel Psychology v50n3 PP: 553-585 Autumn 1997
ISSN: 0031-5826 JRNL CODE: PPS
WORD COUNT: 9967

...TEXT: is presented below.

The groups examined in the present study maintain a variety of electro-
mechanical   equipment including personal computers, faxes, several kinds
of copiers, and printing systems. They are usually...

... all of the customers within a defined customer service area, which can
mean performing routine **maintenance** calls, repairing malfunctioning
machines, and answering **customer** **questions** about a particular product.
They are similar to other types of work groups in that...

... perform effectively. Specifically, work group members need to
communicate about such matters as prioritization of **service**   **requests**
(call queuing strategy), current field locations, expected call duration,
and expected arrival time at the...

16/3,K/3   (Item 3 from file: 15)

01396620   00-47607
Are they being served?
Van de Vliet, Anita
Management Today PP: 66-69 Feb 1997
ISSN: 0025-1925 JRNL CODE: MTO
WORD COUNT: 2242

...TEXT: to competitors) or, more frequently, transaction-based (BT, for
example, conducts some 13,500 telephone **interviews** monthly with
customers who have asked for a **service** or fault repair, made a **request**
or a complaint). They may be conducted by telephone or on paper, or both.
But the key is that they should be couched in words that **customers**
actually use, asking **questions** which make sense to them. Only then will
the scoring mean something, remarks Graham Clark...

... be straightforward and jargon-free: bear in mind that customers are not
interested in the **mechanics** of how you run your business, but in what it
offers them. The survey should...

16/3,K/4   (Item 4 from file: 15)

01219198   98-68593
Houston's big wheel
Gite, Lloyd
Black Enterprise v26n11 PP: 148-152 Jun 1996
ISSN: 0006-4165 JRNL CODE: BEN
WORD COUNT: 2234

...TEXT: them I'm the ⬤er. I'll go out on the servic⬤ive and write **service** **orders** or go and stand with the **service** **advisor** and listen to the conversations between my employee and the customer. There are times I'll go out and sit in the **customer** lounge and just ask **questions** of **customers** , like I'm a customer," he says. "I don't rely on my people to ...

16/3,K/5 **(Item 5 from file: 15)**
DIALOG(R)File 15:ABI/INFORM(R)

01066554   97-15948
Implementing a quality maintenance system in a military organization
Goh, Mark; Tay, Guan-How
International Journal of Quality & Reliability Management   v12n4   PP: 26-39
   1995
ISSN: 0265-671X   JRNL CODE: IJQ
WORD COUNT: 4883

...TEXT: users on the quality of service provided. Methods used in the commercial sector such as **customer** evaluation **questionnaires** can be adapted, particularly for users of communications equipment. **Maintenance personnel** must participate actively and possess the right attitude.

A body of knowledge on quality improvements...

16/3,K/6 **(Item 6 from file: 15)**
DIALOG(R)File 15:ABI/INFORM(R)

00817068   94-66460
Case management and the integration of labor
Davenport, Thomas H; Nohria, Nitin
Sloan Management Review   v35n2   PP: 11-23   Winter 1994
ISSN: 0019-848X   JRNL CODE: SMZ
WORD COUNT: 8502

...TEXT: roles, however, in creating and maintaining fUnctional expertise among case managers and dealing with the **customers** ' most difficult **questions** . For example, if a **customer** calls in with a **maintenance** problem on a fleet car, two times in three the Driver Services case managers can...

... system and the skills they have learned. They refer the more difficult cases to expert **maintenance** **mechanics** , who can not only solve the problem but also add it to the case managers...

16/3,K/7 **(Item 7 from file: 15)**
DIALOG(R)File 15:ABI/INFORM(R)

00717393   93-66614
Tapping the network of charitable organization sponsors
Prince, Russ Alan
Trusts & Estates   v132n6   PP: 69-72+   Jun 1993
ISSN: 0041-3682   JRNL CODE: TRE
WORD COUNT: 3956

...TEXT: charity network, a certain degree of technical proficiency is essential. However, extensive expertise in the **mechanics** of the CRT is not at all a prerequisite in **order** to use the **service** to tap the charity network. Support in case design and the ability to answer **clients** ' highly technical **questions** is readily available from a number of sources. In fact, this approach of using a...

16/3,K/8　　(Item 8 from file: 15)
DIALOG(R)File　15:ABI/INFORM(R)

00513652　　　　　　　　　　　　　　　　90-39409
Creative Computing
Baldwin-LeClair, Jack; Wilson, Peter
Legal Assistant Today　v7n6　PP: 28-32　Jul/Aug 1990
ISSN: 1045-6686　JRNL CODE: LAT

...ABSTRACT: leaders into profit centers in many cases. By quickly and
efficiently creating documents and generating **completed** legal **work** from
previously created forms, error is reduced, and the turnaround time between
client **interview** and completed document is reduced substantially.
Anderson Publishing Co.'s Lawriter Version 1a/5.0...

... legal documents. Wills create special problems for form users because
they often require more than **mechanical** assembly; they often demand
specific knowledge of testamentary law. Besides standard legal documents,
Lawriter provides...

16/3,K/9　　(Item 1 from file: 16)
DIALOG(R)File　16:Gale Group PROMT(R)

05595915　　Supplier Number: 48469315　(USE FORMAT 7 FOR FULLTEXT)
FEATURE/New Website Guides Lawn Equipment Consumers Through Buying Process.
Business Wire, p5060042
May 6, 1998
Language: English　Record Type: Fulltext
Document Type: Newswire; Trade
Word Count:　364

...　　number of stores they feel they need to visit during the
decision-making process."
　　The **interactive** website guides **consumers** through the entire buying
process. Browsers can do their product research on-line, finding out...

...own computer. Customers can also make purchases of Murray accessories
on-line, using a secure **order** form.
　　For the **service** and maintenance information needed to help keep
their Murray products running optimally, customers can access...

16/3,K/10　　(Item 2 from file: 16)
DIALOG(R)File　16:Gale Group PROMT(R)

05305300　　Supplier Number: 48076933　(USE FORMAT 7 FOR FULLTEXT)
Product development teams include customers, cut cycle time in half
Miller, Mike
Air Conditioning, Heating & Refrigeration News, p14
Oct 27, 1997
Language: English　Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count:　1065

...　　new products helps us respond to those needs.'
　　Amid all the team talk is the **question** , who is 'the **customer** ?'
According to Heatcraft, the customer is the wholesaler, specifier,
contractor, end-user, **maintenance** **personnel** ... anyone coming in
contact with the system.
　　There's more time spent today in front...

16/3,K/11   (Item 3 f●●●●ile: 16)
DIALOG(R)File 16:Gale Gr●● PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

05191336   Supplier Number: 47921681 (USE FORMAT 7 FOR FULLTEXT)
**TCG is Nation's First Competitive Local Phone Company to Provide Remote
Testing For ISDN.**
Business Wire, p08201197
August 20, 1997
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 506

...   in every TCG switch location. By remotely accessing this test
device, TCG's Provisioning and **Maintenance   personnel** can emulate the
end users' applications and determine in a matter of minutes whether the...

...the customer's interface,". said Sergio Santiago, TCG's ISDN Product
Manager. "The ITU physically **interacts** with the **customer** 's
application."
     Santiago said that TCG is the only local telephone company to have a
...

16/3,K/12   (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

05170365   Supplier Number: 47890925 (USE FORMAT 7 FOR FULLTEXT)
New TDZs with Next.
News Release, pN/A
August 5, 1997
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1953

   (USE FORMAT 7 FOR FULLTEXT)
TEXT:
...in markets such as digital content creation, animation, visual
simulation, scientific visualization and high- end **mechanical** CAD," said
Steve Pesto, executive director of Intergraph's workstation division.
''With the new TDZs...

...add increased functionality such as quick entry access to each component
for easy upgrades and **maintenance** by the user. For example, no tools are
required ...wavetable synthesis to heighten the multimedia experience. 3D
Graphics Leadership Creative and technical professionals in **mechanical**
CAD, visual computing, (animation, multimedia, visual simulation, and
scientific visualization) and entertainment markets (digital media...
...found that was fast enough to create a virtual reality environment for
turret and hull **mechanics** of the M1A2 Abrams Tank." Todd Mueller,
director/producer of MTV's Amp: "Working with...

...choice for industry-leading vendors of 3D graphics software. TDZs are
certified to run popular **mechanical** CAD and 3D animation packages such as
Pro/ENGINEER, SolidWorks, Solid Edge, Softimage/3D, 3D...

...ANSYS, Inc. "For workstation users migrating to Windows NT, Intergraph's
TDZ offers our mutual **customers** premier functionality and **interactive**
3D performance for leading-edge computer- aided engineering (CAE)
solutions." Ken Welch, Vice President, Marketing...

16/3,K/13   (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

04110809   Supplier Number: 45995652

`Hiring out work will tak⬤ among airlines, experts say⬤
Arizona Republic (Phoenix⬤), pD1
Dec 10, 1995
Language: English   Record Type: Abstract
Document Type: Newspaper; Trade

ABSTRACT:
...circa-1990 recession emphasized the need for cost-cutting outsourcing of
supplementary functions such as **maintenance** , accounting, legal work and
catering. America West Airlines, which plans to cut some 500 jobs, tapped
Tramco (Everett, WA), a subsidiary of B.F. Goodrich Co., for its heavy
maintenance in a move that evoked doubts on competitiveness of Tramco
mechanics by their laid-off America West counterparts. Analysts say
outsource-mulling airline firms must address concerns on continued direct
interaction with **customers** , safety, and quality of service.
...

 16/3,K/14   (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01212055   SUPPLIER NUMBER: 05014252   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Quicker response time major benefit of mainframe software development on
 PC.**
Gabel, David
PC Week, v4, n26, p96(2)
June 30, 1987
ISSN: 0740-1604   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 890   LINE COUNT: 00069

...ABSTRACT: work independent of others and without having to fight for
access to the mainframe. Developing **interactive   Customer** Information
Control System (CICS) applications for mainframes on microcomputers
increases the productivity of programmers because they need not work with a
system **maintenance   person** to set up the CICS file tables. Microcomputer
CICS applications development also eliminates the chance...

 16/3,K/15   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 1999 McGraw-Hill Co. Inc. All rts. reserv.

00824361
America West To Open Two More Maintenance Shops Following Audits
Aviation Daily January 2, 1997; Pg 5; Vol. 327, No. 1
Journal Code: AD   ISSN: 0193-4597
Word Count: 222   *Full text available in Formats 5, 7 and 9*

TEXT:
...to serve as a spare.
   Goodmanson said the initiatives follow a "challenging" summer and
involve **input** from employees, **customers** , FAA and the Defense Department
following their respective audits in July and September. America West...

... and flight attendants, and it is hiring about 380 reservation sales
agents, he said.   Fifteen **mechanics** and two supervisors will staff the
two new **maintenance** shops. Current employees will have the opportunity to
bid for the positions before the airline...

 16/3,K/16   (Item 1 from file: 621)
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)
(c) 1999 The Gale Group. All rts. reserv.

01344903   Supplier Number: 46132922 (USE FORMAT 7 FOR FULLTEXT)
**Giga Information Group Launches New IT Industry Paradigm for Strategic
 Knowledge Delivery; IT Knowledge Provider Transforms Traditional Market**

Analysis Model.
Business Wire, pN/A
Feb 8, 1996
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 862

   (USE FORMAT 7 FOR FULLTEXT)
TEXT:
...BUSINESS WIRE)--Feb. 8, 1996--Giga Information Group today introduced a breakthrough approach to IT **advisory   services** that represents a major advancement over traditional market research and analysis. The Giga service model...

...to Giga's unified, integrated knowledge base via a fully interactive Internet delivery platform. Giga **Advisory   services** offers a broad range of analysis on emerging and established technologies, including intranets, workgroup computing...
...retrieve relevant industry content, and keep abreast of breaking news in specific areas. By enabling **interactive** collaboration among Giga analysts, **clients** , partners and third-party experts, GigaWeb generates a complete library of "living research." Unlike the...

...evolves as market conditions change. --Price/Performance: Giga Information Group maximizes customers' investment in IT **advisory services** through a simplified and cost-effective pricing model. With a price/performance goal 25-50...

...the industry and will aim to reduce price per unit of function each year. Giga **Advisory   Service** Giga's **Advisory   Service** forms the core of Giga's research system. Giga possesses a powerful database and electronic...

...inquiries are managed by Giga's Knowledge Center, ensuring timely responses that specifically address member **requests** . Additional **Services** Giga complements its Giga Advisory offering with additional services which are available on a renewable...

 16/3,K/17   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09448009   SUPPLIER NUMBER: 19349787   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Are they being served? (customer satisfaction)(includes related article on
 First Direct's customer service)
Vliet, Anita van de
Management Today, p66(4)
Feb, 1997
ISSN: 0025-1925   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2754   LINE COUNT: 00220

...   to competitors) or, more frequently, transaction-based (BT, for example, conducts some 13,500 telephone **interviews** monthly with **customers** who have asked for a **service** or fault repair, made a **request** or a complaint). They may be conducted by telephone or on paper, or both. But the key is that they should be-couched in words that **customers** actually use, asking **questions** which make sense to them. Only then will the scoring mean something, remarks Graham Clark...

...be straightforward and jargon-free: bear in mind that customers are not interested in the **mechanics** of how you run your business, but in what it offers them. The survey should...

 16/3,K/18   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07597032   SUPPLIER NUMBER: 15894541   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Contract logistics: it's all about costs. (includes list of logistics companies)(White Paper Report)
Bradley, Peter
Purchasing, v117, n6, p56A3(10)
Oct 20, 1994
ISSN: 0033-4448   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 6749   LINE COUNT: 00560

...   that."
     Thurston says he typically sees potential customers asking what he
views as the wrong **questions** . "When a **customer** puts out a **request** for
service , he's interested in the **mechanics** of transportation,
warehousing, and cost. Once we start the analysis, we can show other
software...

16/3,K/19   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07483661   SUPPLIER NUMBER: 15638377   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Distributors and designers: an ongoing partnership.
Connor, M.
Hydraulics & Pneumatics, v47, n7, p46(2)
July, 1994
ISSN: 0018-814X   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1072   LINE COUNT: 00091

...   capabilities.
     The survey also explored customers' attitudes on a variety of issues
in opinion-type **questions** . Most **customers** surveyed believe that
distributors do add value to the distribution channel. In addition, they do
...

...of respondents agreed that fluid power distributors were adequately
active with their engineering and/or **maintenance**   **personnel** . Only a
third of those surveyed depend exclusively on their own personnel for
technical problem...

16/3,K/20   (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

06223004   SUPPLIER NUMBER: 14324999   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Management advisory services: a new part of your practice? (Accounting Scene)
Schwartz, Marlyn A.
National Public Accountant, v37, n9, p6(1)
Sept, 1992
ISSN: 0027-9978   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 555   LINE COUNT: 00043

...   The design of an effective business plan can readily aid in
business growth.
     Sometimes the **client** will ask **questions** looking for informal
business advice, but which readily lend themselves to a situation where the
...

...client's books may see an area where he/she can offer additional
assistance and **services** . In **order** to "advise" a client, the accountant
must be knowledgeable about the clients business. Depending on the
complexity of the management **advisory**   **services** , the accountant must be
reasonably certain that he/she understands the totality of the situation...

16/3,K/21   (Item 5 f⬤le: 148)
DIALOG(R)File 148:Gale Gr⬤Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

06021356   SUPPLIER NUMBER: 12739017
Decorative delights. (popularity of Victorian-style houses) (Roofing)
Hooker, Steve
Building, v257, n39, pS15(2)
Sept 25, 1992
ISSN: 0007-3318   LANGUAGE: ENGLISH   RECORD TYPE: ABSTRACT

...ABSTRACT: designs, such as finials, ornamental ridge tiles and barge
boards. This is due to increased **consumer   input** into the design of
property and a move away from conventional design. Many commercial
housebuilders are offering traditional homes, such as Higgs and Hill Homes
and Lovell Homes. **Maintenance** is no longer a problem as Redland have
introduced a range of concrete finials that are **mechanically** fixed and
storm-proof.

16/3,K/22   (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05438533   SUPPLIER NUMBER: 11137482   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The changing roles of "online coordinators."
Beaubien, Denise M.
Online, v15, n5, p48(5)
Sept, 1991
ISSN: 0146-5422   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 3188   LINE COUNT: 00283

...   traditional tasks.
      CHANGES IN ASSIGNMENTS OF PARAPROFESSIONALS
      Some libraries hire student assistants for handling the **mechanical**
aspects such as **inputting** searches, teaching **patrons** how to use
function keys, performing basic **maintenance** , clearing paper jams, etc.
Most student assistants are taught to refer questions regarding search
strategy...

...selection. The roles of paraprofessionals vary by institution as always,
and range from handling the **mechanical** aspects to teaching basic search
strategy. In some libraries, paraprofessionals did not run mediated
searches...

16/3,K/23   (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

04607936   SUPPLIER NUMBER: 09154387   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**"Preventive" payoff is big: BN's "total package of freight car preventive
 maintenance" is wresting greater productivity from a fleet of fewer,
 better maintained units. (Burlington Northern Railroad)**
Welty, Gus
Railway Age, v191, n6, p34(3)
June, 1990
CODEN: RAAGA   ISSN: 0033-8826   LANGUAGE: ENGLISH   RECORD TYPE:
    FULLTEXT
WORD COUNT: 2116   LINE COUNT: 00157

...   Planning for the shop program, Bauer and Ray Coulter say, is today
market-driven, with **input** from **customers** through BN's marketing group.
And, starting about three years ago BN's **Mechanical** Department has done
an effective selling job in getting funds for expanded preventive-
maintenance and repair programs, calling attention to the fact that
equipment was deteriorating, that rejections were...

16/3,K/24   (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

04500908   SUPPLIER NUMBER: 08049130   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Third annual 1990 directory of human resources services, products and
suppliers. (directory)
Personnel, v67, n1, p41(109)
Jan, 1990
DOCUMENT TYPE: directory   ISSN: 0031-5702   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 105313   LINE COUNT: 10071

...   887-6667
     Contact: Ms. Jeanne O'Donnell, Executive
     Director
     Provide corporate paid outplacement
     consulting to **clients** referred by respective
     corporations.
     Louis LeHane, President
   Career Advancement Sciences, Inc., Six
     Market Sq., Pittsburgh...aviation
     employment information service, provides computer
     referral, contingency placement, and
     outplacement services for pilots, aviation
     maintenance   personnel , and flight attendants.
     Products include: Salary Surveys, Job
     Reports,

 16/3,K/25   (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

01879818   SUPPLIER NUMBER: 02963128   (USE FORMAT 7 OR 9 FOR FULL TEXT)
State of the art: technology.
Broadcasting, v105, p51(12)
Oct 10, 1983
ISSN: 0007-2028   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 8754   LINE COUNT: 00677

...   hitachi system is metal-particle tape, which was developed for the
universally accepted 8 mm **consumer** videocassette standard. However,
questions have been raised about the stability and availability of the
unproved metal-particle tape. Some...time of its system.) In the meantime,
the working group will work on electrical and **mechanical** specifications
for a docking mechanism for the quarter-inch recording cameras that would
permit interchange...

...see the establishment of a universal docking mechanism. The working
group, he says, hopes to **complete   work** on the docking mechanism by June
1985 and settle on a single quarter-inch format...

 16/3,K/26   (Item 1 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

01772830
Today's design systems keep all parties involcved on a daily basis
Pulp & Paper   September, 1987   p. 60-62
ISSN: 0033-4081

     ... and MODE CAD systems will facilitate mill design and layout by
letting design teams and **clients** to **interact** from different locations
and by allowing visualization of the model plant during the whole design...

... a common database. ● acts as a project manager b● ● n engineering sectors for architectur● ●tructural, **mechanical** /piping ● ●ocess, field instrumentation, control systems and power engineering. The DATMO system, or data modeling...

... loading into a client's computer to design the parameters of construction, production , accounting and **maintenance** operations. It is a functional management tool that can be used through the lifetime of...
?

```
Set     Items    Description
S1      2438     (INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUI-
                 RY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR -
                 SHOPPER? OR CLIENT? OR PATRON?)
S2     91447     (EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-
                 MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3      6460     (PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? -
                 OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)-
                 AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAI-
                 NTENANCE?)
S4      1721     S2 AND (MAINTENANCE? OR REPAIR?)
S5       288     S1 AND S2
S6         0     S5 AND S3
S7         2     S5 AND S4
S8        42     S2 AND ((INTERACT?) (N10) (WORKSTATION? OR COMPUTER?))
S9         2     S3 AND ((INTERACT?) (N10) (WORKSTATION? OR COMPUTER?))
S10       25     S8 NOT CARD?
S11       23     S10 NOT CARE
S12        1     S11 AND (VEHICLE? OR VAN? OR TRUCK? OR AUTOMOBILE?)
S13        5     S3 (N5) (COMPUTERIZ? OR AUTOMATED?)
?
```

010772603   **Image available**
WPI Acc No: 96-269556/199628
 Mobile data **acquisition system for** vehicle repair **workshop - stores
 coded data, using menu-driven** input **unit, into portable** customer
 -based data carrier, and reads in central computer
Patent Assignee: HILDISCH G (HILD-I)
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
DE 29604270	U1	19960605				G06F-017/40	199628 B

Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
DE 29604270	U1		13			

Abstract (Basic): DE 29604270 U
      A motor vehicle (2) is driven into a garage (4) for **repair** by a
   customer (1). He seeks advice from the service foreman (3) about the
   servicing due or the **repair** required. This advice is usually free,
   even if some small action is needed.
      If the brakes are faulty, the customer hands over the integrated
   circuit card or key (5) with all the relevant data, and the foreman
   inserts the integrated circuit **card** into a small portable **data**
   reader (6), with a read-write unit as the interface (10) and display
   unit (10) to show all the data, year, service history, make. This can
   be updated, when the **repair** is completed.
      USE/ADVANTAGE - Suitable for businesses, garages and so on.
   User-friendly, convenient, flexible and economical.
      Dwg.1,2/3
Derwent Class: T01; T04
International Patent Class (Main): G06F-017/40

05095117   **Image available**
CUSTOMER INFORMATION PROCESSING SYSTEM IN SALES SHOP

PUB. NO.:   08-050617 [JP 8050617 A]
PUBLISHED: February 20, 1996 (19960220)
INVENTOR(s):   MOROHASHI YOSHIHARU
               OBARA AKIYO
               SAKAI SATOMI
APPLICANT(s): FUJITSU LTD [000522] (A Japanese Company or Corporation), JP
               (Japan)
APPL. NO.:   06-184838 [JP 94184838]
FILED: August 05, 1994 (19940805)

ABSTRACT
PURPOSE: To provide a customer information processing system for
effectively utilizing **information** held by respective terminal **equipments**
 such as the **questionnaire**   **information** of **customers** or the like,
quickly and accurately preparing a merchandise estimate or a **repair**
estimate, etc., improving service to the customers and reducing the labor
of a person in charge by mutually linking the terminal equipments used in a
showroom, a **repair** shop and an office in a sales shop, the sales shop of
automobiles or the like for instance.

CONSTITUTION: This system is provided with the terminal equipment 2
provided with an input means 1 for inputting response information such as
the name of the customer, an address and merchandise, etc., corresponding
to sentence contents displayed on a screen for transmitting the inputted

response **information** ● the terminal **equipment** 5 ● business
connected to the terminal ●dipment 2 by a communication ●●● and provided
with an information registration means 4 for classifying the response,
information transmitted from the terminal **equipment** 2 for the
respective customers and registering it in a customer information storage
means 3.

12/7/1   (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c) 1999 Derwent Info Ltd. All rts. reserv.

008954738   **Image available**
WPI Acc No: 92-082007/199211
 **Automotive multiple memory selector with human interactive control - has
 bus connecting** computer **and memory to** computer-controlled operator
  interactive **control module and expanded memory**
Patent Assignee: ADRAIN J B (ADRA-I); VON COLLN J (VCOL-I)
Inventor: ADRAIN J B; VON COLLN J
Number of Countries: 008 Number of Patents: 005
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week	
EP 474493	A	19920311	EP 91308141	A	19910905		199211	B
CA 2050126	A	19920307	CA 2050126	A	19910828	F02D-045/00	199224	
US 5200900	A	19930406	US 90579072	A	19900906	G06F-015/20	199316	
			US 92830552	A	19920130			
US 5293317	A	19940308	US 92830552	A	19920130	G06F-015/20	199410	N
			US 9333040	A	19930318			
US 5446665	A	19950829	US 9333040	A	19930318	B60K-041/00	199540	N
			US 94205686	A	19940303			

Priority Applications (No Type Date): US 90579072 A 19900906; US 92830552 A
  19920130; US 9333040 A 19930318; US 94205686 A 19940303
Cited Patents: DE 3018275; DE 3407920; DE 3515040; US 4277829; US 4893600;
 WO 8904917
Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
EP 474493	A		12			
Designated States (Regional): DE ES FR GB IT SE						
US 5200900	A		9	Cont of	US 90579072	
US 5293317	A		9	Cont of	US 92830552	
				Cont of		US 5200900
US 5446665	A		9	Cont of	US 9333040	
				Cont of		US 5293317

Abstract (Basic): EP 474493 A
     The motor **vehicle** computer (10) is coupled to ROMs
     (12(1)....12(n)) using an address and control bus (14). The ROMs are
     selectively coupled to the **computer** subject to the control of a human
     interactive control module (16). The module is coupled to the ROMs
     and **vehicle** computer by a **data** /control and address bus (18) and is
     also coupled to the other bus (14).
     The sets of operating parameters stored by the ROMs may include
     stock configuration, specially programmed higher economy and lower
     performance set, low emissions, valet parking configuration and
     security setting. The control module (16) allows the human operator to
     select any set of operating parameters in the ROMs to be supplied to
     the **vehicle** computer or, alternatively, to disconnect all of them to
     provide operating parameters directly to the computer from the control
     module.
     ADVANTAGE - Control made more responsive to human operator. Can be
     retrofitted.
     Dwg.1/4
Abstract (Equivalent): US 5446665 A
     The device includes universal module coupled to bus for arbitrarily
     reconfiguring programmed control of ECU regardless of the design of the
     system in which the ECU is employed and universal module permitting
     selection of an additional operational protocol not originally included
     within the fixed system design. The universal module comprises at least

one preprogrammed mem●or storing the additional p●h for use in controlling operation ●the **vehicle** in a distinguish●e protocol in addition to that provided by the originally provided program and in lieu of control provided by the originally provided program, and a control coupled only to the preprogrammed memory for selectively communicating the preprogrammed memory to the electronic control unit.

Operation of **vehicle** is changed by the control while the **vehicle** is in normal operation and after that becomes controlled according to the additional program in the preprogrammed memory in lieu of the originally provided program. The control comprises device for sensing a number of operating conditions, the protocol causing the **vehicle** to operate in a manner consistent with the sensed operating conditions according to the protocol.

ADVANTAGE - Appts can operate in selected mode according to arbitrary decisions of operator. Operator interactive control module allows operator to select one of a number of memories for coupling to automotive computer to control engine performance. User on-site customisation of engine control program is permitted by allowing direct down-loading of an engine control program into the automotive **computer** through the operator **interactive** control.

Dwg.1/4

US 5293317 A

The automotive computer is controlled by an arbitrarily selected engine control program according to arbitrary driver discretion. The bus connecting the computer and memory of a **vehicle** **computer** is connected to a **computer** -controlled operator **interactive** control module and an expanded memory. The operator interactive control module allows a human operator to select a memory for coupling to the **vehicle** computer to control engine performance.

User on-site customisation of the engine control program is permitted by allowing direct downloading of an engine control program into the automotive **computer** through the operator **interactive** control.

ADVANTAGE - Ability of **vehicle** computer for controlling engine is enhanced.

Dwg.1/4

US 5200900 A

The bus connecting the computer and memory of a automotive computer is connected to a **computer** controlled operator is connected to a **computer** controlled operator **interactive** control module and an expanded memory. The operator interactive control module allows a human operator to select one of a plurality of memories for coupling to the automotive computer to control engine performance.

User on-site customisation of the engine control program is permitted by allowing direct downloading of an engine control program into the automotive **computer** through the operator **interactive** control.

ADVANTAGE - Ability of automotive computer for controlling engine is enhanced by allowing automotive computer to be controlled by arbitrarily selected engine control program according to arbitrary driver discretion.

Dwg.1/3

Derwent Class: Q52; R26; T01; T06; X22
International Patent Class (Main): B60K-041/00; F02D-045/00; G06F-015/20
International Patent Class (Additional): F02D-041/26; G05B-019/04

 9/7/1   (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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011591976   **Image available**
WPI Acc No: 98-009105/199801
   Interactive   computer **program development system for real time debugging - produces novel type of translated structure called code object and incremental imager forming program image from code objects and their intermediate language symbols stored in persistent symbol table**
Patent Assignee: ASYMETRIX CORP (ASYM-N); SUPERCEDE INC (SUPE-N)
Inventor: GUSTAFSSON N; HAMBY J; LAU P

Number of Countries: 076 ●er of Patents: 003 ●
Patent Family:
Patent No Kind Date   Applicat No Kind Date   Main IPC   Week
WO 9743711 A1 19971120 WO 97US7913 A 19970510 G06F-009/45 199801 B
AU 9728333 A   19971205 AU 9728333   A 19970510 G06F-009/45 199814
US 5848274 A   19981208 US 96608820 A 19960229 G06F-009/45 199905
                         US 96645955 A 19960510

Priority Applications (No Type Date): US 96645955 A 19960510; US 96608820 A
  19960229
Patent Details:
Patent   Kind Lan Pg Filing Notes   Application Patent
WO 9743711 A1 E 59
    Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU
    CZ DE DK EE ES FI GB GE GH HU IL IS JP KE KG KP KR KZ LC LK LR LS LT LU
    LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK TJ TM TR TT UA UG
    UZ VN YU
    Designated States (Regional): AT BE CH DE DK EA ES FI FR GB GH GR IE IT
    KE LS LU MC MW NL OA PT SD SE SZ UG
AU 9728333 A   Based on   WO 9743711
US 5848274 A   CIP of   US 96608820
                   CIP of   US 5764989

Abstract (Basic): WO 9743711 A
    The system replaces compilers, linkers and debugger used with
    conventional software development and includes a new program
    compilation system for producing a novel type of translated structure
    called code object (1010) and an incremental imager forming the program
    image from code objects and their intermediate language symbols (1000)
    stored in a persistent symbol table.
    The compilation system operates on a conventional computer with a
    CPU, a monitor, a memory system and input devices. The system obviates
    the requirement to halt the execution of a program under **development**
    or during **maintenance** update to correct programming errors.
    USE - Relates to run time execution environments for distributed
    target independent software applications.
    ADVANTAGE - Enables real time debugging of program as it is
    compiled without need for developer to recreate error states.
    Dwg.14/18
Derwent Class: T01
International Patent Class (Main): G06F-009/45

 9/7/2   (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 1999 JPO & JAPIO. All rts. reserv.

03494837   **Image available**
MAINTAINING METHOD FOR INTERACTIVE SOFTWARE SYSTEM

PUB. NO.:   03-157737 [JP 3157737 A]
PUBLISHED: July 05, 1991 (19910705)
INVENTOR(s): ETANI SEIJI
APPLICANT(s): NEC CORP [000423] (A Japanese Company or Corporation), JP
              (Japan)
APPL. NO.:   01-299104 [JP 89299104]
FILED: November 16, 1989 (19891116)

                            ABSTRACT
PURPOSE: To prevent much time required for the inspection of a fault by
reproducing the operating procedure of an **interactive** software system
operated with a **computer**   connected to a network in an **interactive**
 software system for maintenance environment in real time.

CONSTITUTION: The interactive software system 22 for operating environment
and the interactive software 25 for maintenance environment are operated
simultaneously with the operation of an operator 21. Therefore, the
inspection and analysis of the cause of the fault can be **performed** by

enabling the **maintenanc**●**ngineer** 26 of the maintenanc●**ironment** to
monitor procedure in re●**time** until the fault occurs a●**o** confirm the
operating status of the interactive software system. Thereby, it is
possible to quickly respond to the fault of the interactive software system
generated at a remote place without necessitating much time in the
inspection of the fault.

13/7/1   (Item 1 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c) 1999 Derwent Info Ltd. All rts. reserv.

011432535   **Image available**
WPI Acc No: 97-410442/199738
 Paste coater for automatic pasting machine - has solenoid valve to
 control passage of skid which is operated by paper sending signal given
 by computer and synchronizing signal given by main shaft which drives
 chain of conveyor
Patent Assignee: TOKYO SHUPPAN KIKAI KK (TOKS-N)
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date   Applicat No Kind Date   Main IPC   Week
JP 9183277 A   19970715 JP 95354782 A   19951231   199738 B

Priority Applications (No Type Date): JP 95354782 A 19951231
Patent Details:
Patent   Kind Lan Pg Filing Notes   Application Patent
JP 9183277 A   4

Abstract (Basic): JP 9183277 A
      The coater consists of a loading stand (3) which stocks necessary
   printed matter (2a) and paste up (2b) which have to be collated. A
   conveyor (4) draws out the printed matter and paste up and is driven by
   a synchronized signal from a main shaft (11) which drives the conveyor
   chain and a coupled encoder (12).
      During passage through conveyor, a paste up paper signal is output
   from a control unit (13) built-in computer. A paste liquid spray nozzle
   (5) receives supply of compressed air which applies necessary pressure.
   Solenoid valve controls the coating of paste at a set position and
   stops supply of liquid paste after coating paste up paper.
      ADVANTAGE - Simplifies **maintenance** management. Enables unskilled
   worker to **perform computerized** operation, easily.
      Dwg.1/1
Derwent Class: P42; P76; X25
International Patent Class (Main): B42C-009/00
International Patent Class (Additional): B05C-005/00

13/7/2   (Item 2 from file: 351)
DIALOG(R)File 351:DERWENT WPI
(c) 1999 Derwent Info Ltd. All rts. reserv.

011096348   **Image available**
WPI Acc No: 97-074273/199707
 Automatic formation method of data maintenance **tool used in** automated
 software development **- involves forming data maintenance rule to**
 perform reference, updating of file according to format of predetermined
 programming language
Patent Assignee: NEC CORP (NIDE)
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date   Applicat No Kind Date   Main IPC   Week
JP 8320785 A   19961203 JP 95127649 A   19950526 G06F-009/06 199707 B

Priority Applications (No Type Date): JP 95127649 A 19950526
Patent Details:
Patent   Kind Lan Pg Filing Notes   Application Patent
JP 8320785 A   5

Abstract (Basic): JP 8320●lysing the configuration of ●ata structure
        The method involve●nalysing the configuration of ●ata structure
description part (10) of a predetermined programming language. The
analysis result is then translated. The translation result is compiled
and linked with pre-prepared user interface part (40).
        A data maintenance rule which performs reference, updating to the
file according to the format of the predetermined programming language
is thus formed.
        ADVANTAGE - Is highly reliable. Maintains data in intelligible way.
Increases efficiency of user interface. Eliminates bugs in tool mfg
process.
        Dwg.1/1
Derwent Class: T01
International Patent Class (Main): G06F-009/06
International Patent Class (Additional): G06F-011/28

13/7/3   (Item 3 from file: 351)
DIALOG(R)File 351:DERWENT WPI

007972512
WPI Acc No: 89-237624/198933
 **Non-porous glass mass mfr. - involves charging globules into mould and
 heat fusing at controlled viscosity**
Patent Assignee: FGK KK (FGKF-N)
Number of Countries: 001   Number of Patents: 002
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week	
JP 1172236	A	19890707	JP 87303485	A	19871201		198933	B
JP 92081533	B	19921224	JP 87303485	A	19871201	C03B-019/06	199304	

Priority Applications (No Type Date): JP 87303485 A 19871201
Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
JP 1172236	A		6			
JP 92081533	B		4	Based on		JP 1172236

Abstract (Basic): JP 1172236 A
        Glass globules are charged into a setter or mould, exhibiting
release properties, and heat-fused at glass viscosity of 10 power(2) -
10 power(5) poises.
        ADVANTAGE - Completely amorphous glass mass containing no foam and
cord is **produced** under easy prodn. **maintenance** and in simple
automated process.
        0/0
Derwent Class: L01
International Patent Class (Main): C03B-019/06
International Patent Class (Additional): C03B-032/00

13/7/4   (Item 4 from file: 351)
DIALOG(R)File 351:DERWENT WPI

004345073
WPI Acc No: 85-171951/198529
 **Transport container for sticky material - has holding and dispensing
 zones, using vibrator to maintain level for dispensing robot**
Patent Assignee: TRAUTMANN J (TRAU-I)
Inventor: ALGAIER V; NITSCHE W; WINKLER K
Number of Countries: 001   Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week	
DD 219998	A	19850320	DD 258675	A	19831227		198529	B

Priority Applications (No Type Date): DD 258675 A 19831227

Abstract (Basic): DD 2199●●
        The bulk container ●●th level control uses a gripp●●mechanism for
dispensing regulated quantities. Vibration is used to maintain the
level for automated handling. The container is in two sections forming
holding and discharge zones.
        By adjusting the height of the charge by vibration, the level of
the material inside can be matched to the gripping height of the robot.
        USE - for **automated preparation** and **maintenance** processes for
storing and automatically dispensing the material.
        1
Derwent Class: Q35
International Patent Class (Additional): B65G-003/04

13/7/5   (Item 5 from file: 351)

004290717
WPI Acc No: 85-117595/198520
 **Continuous electroplating plant for small articles - using sequential
barrel processing units**
Patent Assignee: FOLCO L (FOLC-I)
Inventor: RENIERO C S
Number of Countries: 008   Number of Patents: 004
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week	
EP 141406	A	19850515	EP 84113159	A	19841101		198520	B
US 4559122	A	19851217	US 84665835	A	19840929		198602	
IT 1181469	B	19870930					199038	
IT 1181470	B	19870930					199038	

Priority Applications (No Type Date): IT 8384975 A 19831107; IT 8384974 A
   19831107
Cited Patents: FR 2446871; FR 844447; US 4062752; US 4399828
Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
EP 141406	A	E	19			

   Designated States (Regional): AT CH DE FR GB LI

Abstract (Basic): EP 141406 A
        A plant for the continuous electro-plating of small metal articles
consists of a number of processing units in sequence, e.g. a
pre-treatment unit, a plating unit, and a passivating or colouring
unit. Each unit consists of an elongated barrel, rotating about its
longitudinal axis. Inside a spiral is rigidly mounted to the side-wall,
acting as a conveyor to move the articles from loading to discharge
end. Liquid electrolyte passes through rows of perforations in the
drum. These communicate with enclosed channels along the outside,
containing rods of plating metal, or with a tank ment which the drum is
partially immersed.
        USE/ADVANTAGE - Using plastic barrels and spirals, this plant is
easy to **produce** , and needs minimum **maintenance** . It is suitable for
fully **automated** operation, and may be installed outdoors. Compared
with existing plant, processing time is reduced, and the equip lends
itself to ultrasonic cleaning and pretreatment of the articles rather
than chemical.
        0/8
Abstract (Equivalent): US 4559122 A
        Continuous-cycle electroplating plant has a horizontal tubular
body, with a central opening for a flexible pipe at the inlet end.
Loose metal material to be plated passes from a chute into the barrel,
which has an uninterrupted spiral wall from end to end. The outlet
tapers and has a central discharge opening. On the outside of the
barrel are a number of longitudinal seats, covering parts of the barrel
which are perforated to allow liquid to pass. Plating metal in the form
of balls or bars is held within the seats and in contact with one pole
of the electrical supply.

ADVANTAGE - Depos█████ rate is improved and plant ████be operated
automatically in outdo██ ███ocations. (7pp)
Derwent Class: M11; Q35
International Patent Class (Additional): B65G-047/14; B65G-049/04;
C25C-000/00; C25D-017/22
?

```
Set      Items   Description
S1        2503   (INTERACTIV?) AND ((EQUIPMENT? OR CAR OR VEHICL? OR AUTOMO-
                   BILE? OR TRUCK?) (N5) (DIAGNOS? OR FIX? OR REPAIR?))
S2         419   S1 (N25) (WORK()ORDER? OR SERVICE?()REQUEST? OR MAINTENANC-
                 E? OR SERVICE?(N)ORDER? OR WORK?(N)AUTHORIZATION?)
S3         122   S2 (S) (CAR OR AUTOMOBILE? OR VEHICL? OR TRUCK? )
S4           6   S3 (S) (COMPUTERIZ? OR AUTOMATED?)
S5           5   RD (unique items)
?
```

01413484   Supplier Number: 41687303   (USE FORMAT 7 FOR FULLTEXT)
Vehicle Diagnostics - The Other Approach
PRS Automotive Service, pN
Nov 21, 1990
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 349

   (USE FORMAT 7 FOR FULLTEXT)
TEXT:
Christopher W Ferrone, Director of Engineering Services at Americoach
Systems, presented a paper entitled "**Vehicle** Diagnostics - The Other
Approach", at the recent SAE **Truck** and Bus Meeting and Exposition in
Detroit, Michigan. The paper deals with the need for expert systems in the
heavy **truck** and bus industry, particularly with the advent of revised
emission standards and requirements for heavy...

...the implementation of commercially available expert systems for the
diagnosis of class 7 and 8 **vehicles** . The four main sections of the paper
deal with the applicability of AI/KB (Artifical Intelligence?Knowledge
Based) programs used for **vehicle** diagnose mechanically controlled power
modules and their related interactivities with the **vehicle** and, finally,
the overall advantages of using an expert system to diagnose **vehicle**
failures and the future capabilities of the systems. With the trend leaning
towards "clean burn...

...analyzer than a fault recorder for non reportable performance failures
and are also able to **diagnose** failures when the **vehicle** is miles from
the **maintenance** facility and cannot be interfaced with the reader tool.
Americoach Systems has developed its ETA **computerized** system which
includes diagnostic modules for engines, transmissions, air conditioning,
engine oil analysis, turbochargers and...

 5/3,K/2   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07280513   SUPPLIER NUMBER: 16027032   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Making choices. (transportation equipment)
Skydel, Seth
Modern Brewery Age, v45, n20, pS6(1)
May 16, 1994
ISSN: 0026-7538   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 798   LINE COUNT: 00066

...   more information, call the Goodyear Tire/Vehicle Tracking System
Hotline at 800-552-2032).
    Among **vehicle** manufacturers, **computerized** specing programs are now
being joined by other electronic support services. Most recently, for
instance, Freightliner Corporation unveiled ServicePro. The **computerized**
program will enable **maintenance** personnel to more easily **diagnose**
vehicle , system and component problems as well as generate repair orders,
check parts inventory and access...

 5/3,K/3   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

06219806   SUPPLIER NUMBER: 13277508   (USE FORMAT 7 OR 9 FOR FULL TEXT)
U.S. mergers and acquisitions. (The M&A Rosters: First Quarter 1992)
Mergers & Acquisitions, 27, n1, 65(69)
July-August, 1992

...   conduit or mechanical pipe penetrates a wall or floor. It provides
shallow water diving and **maintenance** services, such as underwater
welding, pier, and piling **repair** . It manufactures silicone elastomeric
solids, foam sheets, and tape and silicone-based reinforced products. It...

...not disclosed. Principals: Flow International designs, manufactures,
markets, and services ultrahigh-pressure waterjet systems for **automated**
factory cutting of a variety of nonmetalic and metalic materials. Its
systems are sold primarily...through the McCullagh subsidiary of its
General Electric Capital Corp. unit, acquired the 2,300-**vehicle** lease
portfolio of Ballas Leasing for $23 million. Principals: General Electric
is a diversified manufacturer...

...materials and varied service businesses. Its areospace services and
products include electronics, armament systems, military **vehicle**
equipment, **automated** test systems, missile systems components,
spacecraft, communications systems, radar, sonar, systems integration,
avionics, computer software...

...the largest corporate fleet management company in North America, with
more than 500,000 cars, **trucks** , and specialty **vehicles** under the lease,
management, and administrative services. It has 44 offices in the U.S. and
Canada. McCullagh, its regional service network, is headquartered in
Detroit, Mich. The 2,300-**vehicle** lease portfolio is owned by privately
held Ballas Leasing. Its office locations will be merged...

5/3,K/4   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

03526826   SUPPLIER NUMBER: 06360758   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Defense firm Analytics going public; Willow Grove company seeks $5.9
million through IPO. (company profile)**
Armstrong, Michael W.
Philadelphia Business Journal, v6, n43, p1(2)
Jan 11, 1988
DOCUMENT TYPE: company profile   ISSN: 0744-3587   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 1098   LINE COUNT: 00090

...   now in development:
     The company is testing devices that use aritificial intelligence to
help technicians **repair** tanks, **trucks** and airplanes. Its **Automated**
Intelligent **Maintenance** System is an **interactive** **maintenance** system
combining voice recognition, voice response and expert systems technology.
Analytics says the device has the potential to reduce the time and human
skill levels needed to repair the **vehicles** .
     Analytics is producing on a limited scale its Electronic Portable
Information Center, a portable radio...

5/3,K/5   (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

04023395   Supplier Number: 53271523   (USE FORMAT 7 FOR FULLTEXT)
-MICROSOFT: MSN CarPoint Personal Auto Page wins big with customers.
M2 Presswire, pNA
Nov 25, 1998
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 613

     (USE FORMAT 7 FOR FULLTEXT)

TEXT:
...program's greatest strengths A month after introducing the industry's
first personalized Web-based **car** maintenance program on the MSN CarPoint
online automotive service (http://carpoint.msn.com/), Microsoft Corp...

...than 30,000 consumers have registered their cars with the site's
Personal Auto Page **car** -maintenance program. The Personal Auto Page
automatically tracks consumers' auto service schedules and manufacturer
recalls...

...of the Personal Auto Page makes MSN CarPoint one of the industry's most
comprehensive **car** -buying and maintenance Web sites. "Customer delight and
satisfaction were our motivating factors in designing...

...really resonates with consumers." "The MSN CarPoint Personal Auto Page
is an important differentiator among **car** -buying Web sites," said Gary
Arlen, president of Arlen Communications Inc., a Bethesda, Md., research...

...We expect consumers will appreciate the new features that provide even
more control over their **car** -buying experience. CarPoint has used its
technology to simplify a process that customers often find...

...the new Personal Auto Page is based on the following features and
benefits: * Unique personalized **car** -maintenance information * **Automated**
e-mail notification, reminding consumers when to service their cars * Quick
speed and ease of...

...Page provides the following services to customers of MSN CarPoint who
have e-mail accounts: * **Automated** e-mail notification of upcoming
scheduled maintenance * **Automated** e-mail notification of auto
manufacturer recalls from the National Highway Traffic Safety
Administration * Detailed...

...About MSN CarPoint MSN CarPoint is a comprehensive automotive Web site
that offers consumers complete **car** -buying and ownership information. It
is part of the MSN network of Internet services. Launched...

...consumers fast, convenient access to detailed specifications, reviews
from leading automotive journalists, detailed pricing information,
interactive decision-making tools, buying services for new and used cars,
tools to simplify **car**   **maintenance** and **repair** , and financing and
insurance information. The site's free new-**car** buying service allows
consumers to get a competitive price - without haggling or hassles - from
the...
?

```
Set     Items    Description
S1       1082    (INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUI-
                 RY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR -
                 SHOPPER? OR CLIENT? OR PATRON?)
S2      14806    (EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-
                 MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3       2774    (PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? -
                 OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)-
                 AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAI-
                 NTENANCE?)
S4       2310    S2 AND (MAINTENANCE? OR REPAIR?)
S5        300    S1 AND S2
S6         31    S5 AND S3
S7        109    S5 AND S4
S8          6    S6 NOT (CARD? OR CARE?)
?
```

00965329
ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348
INFORMATION TRANSFER SYSTEM USED IN FACTORY
INFORMATIONSUBERTRAGUNGSSYSTEM FUR EINE FABRIK
SYSTEME DE TRANSFERT D'INFORMATION POUR UNE USINE
PATENT ASSIGNEE:
  FANUC LTD, (241244), 3580, Shibokusa Aza-komanba, Oshino-mura,
    Minamitsuru-gun, Yamanashi 401-05, (JP), (applicant designated states:
    DE)
INVENTOR:
  KAMIGUCHI, Masao, 1517-13, Funatsu, Kawaguchiko-machi, Minamitsuru-gun,
    Yamanashi 401-03, (JP)
  SAITO, Osamu, Fanuc Manshonharimomi, Rm 9-308, 3533-2, Shibokusa,
    Oshino-mura, Minamitsuru-gun, Yamanashi 401-05, (JP)
  KUKITA, Atsuyuki, Fanuc Dai3virakaramatsu, 3527-1, Dhibokusa, Oshino-mura
    , Minamitsuru-gun, Yamanashi 402-05, (JP)
LEGAL REPRESENTATIVE:
  Billington, Lawrence Emlyn et al (28332), Haseltine Lake & Co., Imperial
    House, 15-19 Kingsway, London WC2B 6UD, (GB)
PATENT (CC, No, Kind, Date): EP 890413 A1 990113 (Basic)
                              WO 9824586 980611
APPLICATION (CC, No, Date):   EP 97946086 971203; WO 97JP4424 971203
PRIORITY (CC, No, Date): JP 96336245 961203
DESIGNATED STATES: DE
INTERNATIONAL PATENT CLASS: B23Q-041/00; G05B-015/02; G05B-019/05;
  G06F-017/60; B65G-001/137;
ABSTRACT WORD COUNT: 143

LANGUAGE (Publication,Procedural,Application): English; English; Japanese
FULLTEXT AVAILABILITY:
Available Text Language   Update   Word Count
       CLAIMS A (English) 9902   488
       SPEC A   (English) 9902   11178
Total word count - document A   11666
Total word count - document B   0
Total word count - documents A + B   11666

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION for making sure of required communication is dependent
  entirely on the hardware, there arises a **problem** that an **equipment**
  for the hardware needs quite an expense, while the complicated hardware
  makes it difficult to **perform maintenance** and inspection.
    Further, information to be transmitted is stored in storage means,
  e.g., a...

...cannot transship the stocks to or from another conveyance means, e.g.,
  an automatic guided **vehicle** , there arises a **problem** that an
  installation of an equipment for constituting an automated system needs
  quite an expense...storage means under control of the centralized
  controller B, while regarding the other controllers as **client** machines
  to **input** and output information through the centralized controller B.
    While internal information in all of the...

00804205
ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348
Asset tracking data reduction and dissemination service
Guterortungsdatenreduktions- und Ubertragungsdienst
Service de reduction de donnees de localisation de biens et de

dissemination
PATENT ASSIGNEE:
  GENERAL ELECTRIC COMPANY, (203903), 1 River Road, Schenectady, NY 12345,
    (US), (applicant designated states: DE;FR;SE)
INVENTOR:
  Welles II, Kenneth Brakeley, 104 Hetcheltown Road, Scotia, New York 12302
    , (US)
  Hershey, John Erik, 4 Vines Road, Ballston Lake, New York 12019, (US)
LEGAL REPRESENTATIVE:
  Goode, Ian Roy et al (31098), GE London Patent Operation, Essex House,
    12/13 Essex Street, London WC2R 3AA, (GB)
PATENT (CC, No, Kind, Date): EP 748080 A1 961211 (Basic)
APPLICATION (CC, No, Date): EP 96303806 960529;
PRIORITY (CC, No, Date): US 487741 950607
DESIGNATED STATES: DE; FR; SE
INTERNATIONAL PATENT CLASS: H04L-012/28; G08G-001/127; G01S-005/14;
  G06F-017/60; B61L-025/02;
ABSTRACT WORD COUNT: 256

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS A   (English) EPAB96   502
      SPEC A   (English) EPAB96   4660
Total word count - document A   5162
Total word count - document B   0
Total word count - documents A + B   5162

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION to facilitate interrogation of each car as it passes a
  way station and supply the **car** 's identification (ID). This
  information is then transmitted by a radiated signal or land line to a
  central station which...be delivered to the customer. In a preferred
  implementation, the central station operates in an **interactive** mode
  with the **customers** . The processed data may take the form of textual
  reports, exception reporting, graphical display, etc...diagram of mobile
  tracking unit 10 which includes a navigation set 50 capable of
  generating **data** substantially corresponding to the **vehicle** location.
  Choice of navigation set depends on the particular navigation system
  used for supplying navigation...

...56 only while the asset is in motion. Transceiver 52 is capable of
  transmitting the **vehicle** location **data** by way of communication link
  14 (Figure 1) to the central station. If a GPS...affecting delivery of
  the final product. In a preferred implementation, the service operates in
  an **interactive** mode with the **customers** , represented in Figure 4 by a
  data input terminal 106 connected to data processing facility...in
  arbitrating disputes between shippers and end users concerning potential
  damage mechanisms.
      Railcar Owners - Location **information** and **car** wheel health
  assessment is of significant value to railcar owners to allow
  scheduling of **maintenance** in the most cost-effective predictive mode,
  thereby increasing efficiency and productivity.
      Railbed Owners -- Railbed...

...accelerometer data is critical in order to learn of track maintenance
  needs and to prioritize **maintenance** activities.
    Information **development** and service manager 1045 generates data
  specific to each customer. This involves a data reduction...

8/3,K/3
DIALOG(R)File 348:European Patents
(c) 1999 European Patent Office. All rts. reserv.

00435351
ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

Financial data processing ⬤m using payment coupons.
Verarbeitungssystem fur fi⬤ielle Daten mit Zahlscheinen.
Systeme de traitement de donnees financieres utilisant des coupons de
    paiement.
PATENT ASSIGNEE:
  REMITTANCE TECHNOLGY CORPORATION, (1287680), 17682 Mitchell No 203,
    Irvine, California 92714, (US), (applicant designated states:
    AT;BE;CH;DE;DK;ES;FR;GB;GR;IT;LI;LU;NL;SE)
INVENTOR:
  Josephson, Stanley M., 4024 Myerwood Lane, Dallas, Texas 75244, (US)
LEGAL REPRESENTATIVE:
  Williams, Trevor John et al (37752), J.A. KEMP & CO. 14 South Square
    Gray's Inn, London WC1R 5LX, (GB)
PATENT (CC, No, Kind, Date): EP 481135 A1 920422 (Basic)
APPLICATION (CC, No, Date):   EP 90311349 901017;
PRIORITY (CC, No, Date): EP 90311349 901017
DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IT; LI; LU; NL; SE
INTERNATIONAL PATENT CLASS: G07F-007/10; G06F-015/30; B42D-015/00;
ABSTRACT WORD COUNT: 166

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:
Available Text   Language   Update   Word Count
      CLAIMS A   (English)   EPABF1   1285
      SPEC A   (English)   EPABF1   7716
Total word count - document A   9001
Total word count - document B   0
Total word count - documents A + B   9001

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION to the appropriate depository bank.
      14. Batch coupons for storage and for subsequent research and
  customer   inquiry purposes.
   Figure 5 - New Form of Remittance Processing
      Figure 5 is a flow chart which...8 - Stop Payment and Customer Bank
   Control File Maintenance
      Figure 8 illustrates the method of **performing   maintenance** (add,
   change, delete) to the stop payment file and the customer and bank
   control file...
...or replacement coupons and Electronic Funds Transfer instructions (ACH).

      4. Create computer terminal input for **maintenance** and other
   requests.
      5. **Produce** a control report listing all accepted and nonaccepted
   data.
      6. Update existing stop payment file...

...aspects of the present method and systems preferably is accomplished
   through the use of conventional **data** processing **equipment** and
   suitable computer software programs. The foregoing description of the
   payment coupon, as well as...

 8/3,K/4
DIALOG(R)File 348:European Patents
(c) 1999 European Patent Office. All rts. reserv.

00377885
ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348
On-line problem management for data-processing systems.
On-line-Problemverwaltung fur Datenverarbeitungssysteme.
Gestion en ligne de problemes pour systemes de traitement de donnees.
PATENT ASSIGNEE:
  International Business Machines Corporation, (200120), Old Orchard Road,
    Armonk, N.Y. 10504, (US), (applicant designated states: DE;FR;GB)
INVENTOR:
  Morcomb, James Robert, 637 Oakwood Drive, St. Charles, MN 55972, (US)

Sinclair, Beau Thomas, 2██7th Street N.E., Rochester, ██5904, (US)
Scarborough, George Barr██ R 8, Rochester, MN 55902, (US)
Westling, Sandra Dorothy, 5904 Country View Court N.W., Rochester, MN
   55901, (US)
Calvert, Nathaniel, 3102 Crescent Lane N.W., Rochester, MN 55901, (US)
Eakins, John James, 1831 15th Street N.W., Rochester, MN 55901, (US)
Emerick, Earl Walter, Rt. 1, Box 108A, Rochester, MN 55901, (US)
Johnston, David Lowry, 110 Linden Court S.W., Rochester, MN 55902, (US)
Koehler, John Louis, 967 Chalet Drive N.W., Rochester, MN 55901, (US)
Miller, Gerald Patrick, 1754 Ninth Avenue S.E., Rochester, MN 55904, (US)
LEGAL REPRESENTATIVE:
Lattard, Nicole (16571), Compagnie IBM France Departement de Propriete
   Intellectuelle, F-06610 La Gaude, (FR)
PATENT (CC, No, Kind, Date):   EP 333620 A2 890920 (Basic)
                               EP 333620 A3 910320
                               EP 333620 B1 950111
APPLICATION (CC, No, Date):   EP 89480038 890303;
PRIORITY (CC, No, Date): US 169516 880317
DESIGNATED STATES: DE; FR; GB
INTERNATIONAL PATENT CLASS: G06F-011/00; G06F-011/22;
ABSTRACT WORD COUNT: 84

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPBBF2	704
CLAIMS B	(English)	EPBBF2	769
CLAIMS B	(German)	EPBBF2	795
CLAIMS B	(French)	EPBBF2	960
SPEC A	(English)	EPBBF2	5932
SPEC B	(English)	EPBBF2	6047
Total word count - document A			6636
Total word count - document B			8571
Total word count - documents A + B			15207

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...SPECIFICATION system experiences, and what hardware and software
components are present on the system. As the **customer** answers these
questions , the service rep enters certain key words into a terminal.
When he is satisfied that...3; "ready," after all applicable PDPs 246
have finished executing at block 420, Fig. 4; **"prepared ,"** after the
associated **service   request** 249 has been

...SPECIFICATION Patent application EP-A-68108 describes a system for
diagnosing and correcting errors in remote **data** processing **equipment**
is provided in which a remote data processor subject to an error
condition has associated...

...system experiences, and what hardware and software components are
present on the system. As the **customer** answers these **questions** , the
service rep enters certain key words into a terminal. When he is
satisfied that...3; "ready," after all applicable PDPs 246 have finished
executing at block 420, Fig. 4; **"prepared ,"** after the associated
service   request 249 has been stored in it at block 440, Fig. 4; and
"sent," after block...

 8/3,K/5

00227113
ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348
**System   for   accumulating   verifiable energy demand data from remote
   electricity meters**
**System   zum   Akkumulieren   prufbarer Energieverbrauchsdaten von fernen
   Elektrizitatsmessern**

Systeme pour accumuler des ⬤nees verifiables de consomma⬤d'energie de
  compteurs d'electricite ⬤ignes
PATENT ASSIGNEE:
  SCHLUMBERGER INDUSTRIES, INC., (1028232), 180 Technology Parkway,
    Norcross Georgia 30092, (US), (applicant designated states:
    AT;BE;CH;DE;FR;GB;IT;LI;LU;NL;SE)
INVENTOR:
  Swanson, Scott C., 4391 Old Mabry Rd., Roswell Georgia, (US)
LEGAL REPRESENTATIVE:
  Dupont, Henri et al (15384), Schlumberger Industries Centre de Recherches
    SMR 50, Avenue Jean Jaures B.P. 620-05, 92542 Montrouge Cedex, (FR)
PATENT (CC, No, Kind, Date): EP 248137 A1 871209 (Basic)
                              EP 248137 B1 930714
APPLICATION (CC, No, Date):   EP 86401986 860911;
PRIORITY (CC, No, Date): US 849897 860409; US 849896 860409; US 849898
    860409; US 849899 860409
DESIGNATED STATES: AT; BE; CH; DE; FR; GB; IT; LI; LU; NL; SE
INTERNATIONAL PATENT CLASS: G01R-011/00
ABSTRACT WORD COUNT: 202

LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPAB97	822
CLAIMS B	(German)	EPAB97	766
CLAIMS B	(French)	EPAB97	930
SPEC B	(English)	EPAB97	8557
Total word count - document A			0
Total word count - document B			11075
Total word count - documents A + B			11075

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION to zero. Of course, the electrical demand could be zero
  for various reasons including regularly **scheduled** outages for
  maintenance and the like; however, regularly **scheduled** down times will
  be known at the central office ahead of time. In addition, power...timing
  routines for purposes of detecting actual power outages and malfunctions
  in the electric metering **equipment** . It will **be** recalled that the
  program steps being described are executed in response to an interrupt
  generated...

...contents of the 60 Hz internal and external timer and the KYZ timer. The
  60 **Hz** internal timer **is** the internal clock, while the **external**
  timer measures the interval between 60 Hz interrupts. The KYZ timer
  measures the interval between...of the time between rings (step 240).
  This is in anticipation of re-entry of **the** routine and **inquiry** at
  step 235 on the next pass. The value of RINGCOUNTER is examined, and if
  ...

 8/3,K/6
DIALOG(R)File 348:European Patents
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00194329
ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348
TELEPHONE SWITCHING SYSTEM ADJUNCT CALL PROCESSING ARRANGEMENT.
ZUSATZANRUFSTEUERANORDNUNG FÜR FERNSPRECHSCHALTSYSTEM.
AGENCEMENT COMPLEMENTAIRE DE TRAITEMENT DES APPELS D'UN SYSTEME DE
  COMMUTATION TELEPHONIQUE.
PATENT ASSIGNEE:
  AT&T Corp., (589370), 32 Avenue of the Americas, New York, NY 10013-2412,
    (US), (applicant designated states: DE;FR;GB;IT)
INVENTOR:
  CHAN, Norman, Chin-Hung, 398 West Street, Louisville, CO 80027, (US)
  PEDERSON, Leif, Kenneth, 4374 Apple Court, Boulder, CO 80301, (US)
LEGAL REPRESENTATIVE:

```
=> d his


        (FILE 'HOME' ENTERED AT 13:01:35 ON 30 JAN 2001)

        FILE 'USPATFULL' ENTERED AT 13:01:47 ON 30 JAN 2001
L1            58 S (WORKORDER OR WORK ORDER) AND (MAINTENANCE OR REPAIR) AND
(AU
L2           923 S (WORKORDER OR WORK ORDER OR SERVICE(3W)(REPAIR OR REQUEST))
A
L3           474 S L2 AND (TERMINAL OR COMPUTER)
L4           121 S L3 AND (DATA INPUT OR DATA ENTRY OR DATAENTRY)
L5            96 S L4 AND (NETWORK OR INTERNET)
L6           319 S L2 AND (NETWORK OR INTERNET)
L7           295 S L3 AND (NETWORK OR INTERNET)
L8            11 S L5 AND (CUSTOMER OR OWNER OR LAY PERSON)(P)(DATA(5A)INPUT)
```

Johnston, Kenneth Graham ●l (32382), AT&T (UK) LTD. A ●ntellectual
    Property Division 5 Mo●●gton Road, Woodford Green Ess●●,IG8 OTU,
    (GB)
PATENT (CC, No, Kind, Date):   EP 195786 A1 861001 (Basic)
                                EP 195786 B1 900725
                                WO 8602219 860410
APPLICATION (CC, No, Date):   EP 85904550 850903; WO 85US1681
PRIORITY (CC, No, Date): US 654885 840927
DESIGNATED STATES: DE; FR; GB; IT
INTERNATIONAL PATENT CLASS: H04M-003/60
NOTE:
   No A-document published by EPO
LANGUAGE (Publication,Procedural,Application): English; English; English
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	EPBBF1	607
CLAIMS B	(German)	EPBBF1	487
CLAIMS B	(French)	EPBBF1	754
SPEC B	(English)	EPBBF1	10649
Total word count - document A			0
Total word count - document B			12497
Total word count - documents A + B			12497

ORDER fax of complete patent from Dialog SourceOne. See HELP ORDER 348

...SPECIFICATION the steps of receiving a predefined service request from a
   requesting one of the terminal **equipment** , transmitting call related
  data associated with the service request from the system processor to a
   computer facility connected to...or both I fields) can be used for the
   transmission of either bulk or interactive **data** .
   Message Format
      The terminal **equipment** served by the telephone switching system may
   be various types of ...computer facility T18 which system operates
   cooperatively with the telephone switching system to process attendant
   service   requests . Computer facility T18 **performs** the actual call
   processing required to serve the attendant service request and signals
   the telephone...

...console and has to enter the called name via the computer terminal
   keyboard as a **query** on the **customer** directory service data base. The
   computer system responds to this data entry by searching the...
?

```
File   15:ABI/INFORM(R) 1⬤)999/Nov 08
          (c) 1999 Bell &⬤ell
File    9:Business & Industry(R) Jul1994-1999/Nov 09
          (c) 1999 Resp. DB Svcs.
File   13:BAMP 1999/Oct W5
          (c) 1999 Resp. DB Svcs.
File  623:Business Week 1985-1999/Oct W5
          (c) 1999 The McGraw-Hill Companies Inc
File  810:Business Wire 1986-1999/Feb 28
          (c) 1999 Business Wire
File  647:CMP  Computer Fulltext 1988-1999/Oct W5
          (c) 1999 CMP
File  275:Gale Group Computer DB(TM) 1983-1999/Nov 09
          (c) 1999 The Gale Group
File  674:Computer News Fulltext 1989-1999/Sep W3
          (c) 1999 IDG Communications
File   98:General Sci Abs/Full-Text 1984-1999/Sep
          (c) 1999 The HW Wilson Co.
File   47:Gale Group Magazine DB(TM) 1959-1999/Nov 09
          (c) 1999 The Gale group
File  624:McGraw-Hill Publications 1985-1999/Nov 04
          (c) 1999 McGraw-Hill Co. Inc
File  621:Gale Group New Prod.Annou.(R) 1985-1999/Nov 09
          (c) 1999 The Gale Group
File  484:Periodical Abstracts Plustext 1986-1999/Oct W4
          (c) 1999 Bell & Howell
File   16:Gale Group PROMT(R) 1990-1999/Nov 08
          (c) 1999 The Gale Group
File  160:Gale Group PROMT(R) 1972-1989
          (c) 1999 The Gale Group
File  141:Readers Guide 1983-1999/Jul
          (c) 1999 The HW Wilson Co
File  370:Science 1996-1999/Jul W3
          (c) 1999 AAAS
File  148:Gale Group Trade & Industry DB 1976-1999/Nov 09
          (c)1999 The Gale Group
File  553:Wilson Bus. Abs. FullText 1982-1999/Sep
          (c) 1999 The HW Wilson Co


Set      Items    Description
S1      168304    (INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUI-
             RY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR -
             SHOPPER? OR CLIENT? OR PATRON?)
S2      388846    (EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-
             MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3       87808    (PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? -
             OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)-
             AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAI-
             NTENANCE?)
S4       58170    S2 AND (MAINTENANCE? OR REPAIR?)
S5        9649    S1 AND S2
S6         338    S5 AND S3
S7        2564    S5 AND S4
S8          62    S5 (S) ((INTERACTIV?)(N3) (WORKSTATION? OR COMPUTER?))
S9          63    S6 (S) INTERACTIV?
S10         57    S8  NOT PY=1999
S11         40    RD (unique items)
S12         57    S10 NOT PY=1999
S13         40    RD (unique items)
S14          0    S13 NOT S11
S15        332    S6(S)S7
S16        330    S15(S)S5
S17         82    S16(S)COMPUTER?
S18         81    S17 NOT S13
S19         40    S18 (N30) (CAR OR AUTOMOBILE? OR VEHICLE? OR TRUCK? OR VAN
             OR EQUIPMENT?)
S20         32    S19 NOT PY=1999
S21         26    RD (unique items)
```

01062676   97-12070
Doc shopping
Appleby, Chuck
Hospitals & Health Networks v69n14 PP: 49-50 Jul 20, 1995
ISSN: 1068-8838 JRNL CODE: HPT
WORD COUNT: 754

...ABSTRACT: into information, Blue Cross and Blue Shield of Massachusetts
in May 1995 unveiled ATM-like **interactive** , multimedia **computers** that
will give **information** on wellness, local primary **care** physicians,
prescription drugs, and other health-related topics. The touch-screens,
housed in kiosks, offer **consumers** 24-hour, **interactive** access to an
encyclopedia of health-related information. The kiosks, dubbed Health
Navigators, are currently...
...TEXT: tap into information, Blue Cross and Blue Shield of Massachusetts
in May unveiled ATM-like **interactive** , multimedia **computers** that will
spit out **information** on wellness, local primary **care** physicians,
prescription drugs and other health-related topics. The touchscreens,
housed in kiosks, offer **consumers** 24-hour, **interactive** access to a
virtual encyclopedia of health-related information.

The Mass Blues currently has four...

11/3,K/2   (Item 2 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

01050259   96-99652
Healthcare data analysis systems
Kadas, Richard
Health Management Technology v16n7 PP: 12-14 Jun 1995
ISSN: 1074-4770 JRNL CODE: CIH
WORD COUNT: 693

...TEXT: environment.

Vendor selection

Important capabilities when selecting an HCDAS vendor are good
data-management process, **interactive** analytical **workstation** , **client**
/server architecture, relational database for analytical data, ability to
conduct analysis down to line-item...

11/3,K/3   (Item 3 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)
(c) 1999 Bell & Howell. All rts. reserv.

00942669   95-92061
Reengineering customer service
Tehrani, Nadji
Telemarketing Magazine v13n5 PP: 2, 95+ Nov 1994
ISSN: 0730-6156 JRNL CODE: TLM
WORD COUNT: 1985

...TEXT: handled, how the center is managed, and how results are achieved.

"On another front of **customer** service, new **interactive** training systems
(EIS launched StarTrainer on October 17th) further support a company's need
to deliver better **customer** service. **Interactive** training means that
agents learn in real-world simulations, not just through static
role-playing, before they "go live" with **customers** . **Interactive**
 computer -based training provides the hands-on experience needed to help

agents become more sk███ and more able to **interac**███h **customers** effectively. Effective ███ning is the first step in ███cing turnover, resulting in improved customer service...

11/3,K/4   (Item 4 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)

00895494   95-44886
The interactive evolution
Davids, Meryl
Journal of Business Strategy v15n4 PP: 52-59 Jul/Aug 1994
ISSN: 0275-6668   JRNL CODE: JST
WORD COUNT: 1551

...TEXT: wait to continue. The success of Thomas J. Lipton's publicity offer for a free **interactive** **computer** disk helping **consumers** "build a better salad" (some 25,000 disks have been given away so far) inspired...

11/3,K/5   (Item 5 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)

00848753   94-98145
Multimedia scores points for enterprise
Strelau, Frank
Software Magazine v14n4 PP: 114, 113 Apr 1994
ISSN: 0897-8085   JRNL CODE: SMG
WORD COUNT: 1184

...TEXT: new opportunities for business-to-business and "infotainment" applications.

Through such extended enterprise applications as **interactive** television, online **customer** support and **interactive** **computer** -based training, firms will navigate the superhighway to competitive advantage.

Frank Strelau has been involved...

11/3,K/6   (Item 6 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)

00829705   94-79097
PCs: Connecting to the techno-hip
Quinn, Judy
Incentive v168n2 PP: 23-24 Feb 1994
ISSN: 1042-5195   JRNL CODE: IMK
WORD COUNT: 1003

TEXT: As marketers wonder if **consumers** will really **interact** with their television set and play along with promotions on it, they already have an environment where that behavior is a given: the personal **computer** . **Interactive** promotions using **computer** disks, online services and the new CD-ROM and CD-I technologies are already attracting...

11/3,K/7   (Item 7 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)

00823119   94-72511
Telecommunications buyers guide and directory
Anonymous
Editor & Publisher v127n7 PP: 29TC-38TC Feb 12, 1994

...TEXT: the services provided are mortpage rate charts, graphs that track market trends, real estate articles, **interactive** directories and **computerized** online real estate bulletin boards. Also provided a toll-free 800 consumer hotline, which **consumers** can call and get **questions** answered on a variety of mortgage and real estate topics.

Multiverse Communications

148 West 77...

11/3,K/8 **(Item 8 from file: 15)**
DIALOG(R)File 15:ABI/INFORM(R)

00757345   94-06737
Marketers can't afford to invest more in personal sales calls
Van Gaasbeck, Richard
Marketing News v27n19 PP: 22 Sep 13, 1993
ISSN: 0025-3790 JRNL CODE: MNW
WORD COUNT: 1206

...ABSTRACT: personal sales call is no longer a cost-effective means of satisfying the demand for **information** about office **equipment** . In the last ten years, the average cost of a personal sales call has increased...

... do this include teleprospecting, telequalifying, electronic sales call, selling in bunches, and point-of-sale **interactive** **computer** kiosks.

11/3,K/9 **(Item 9 from file: 15)**
DIALOG(R)File 15:ABI/INFORM(R)

00608237   92-23340
Best & Worst of U.S. Design
Parker, Robert A.
Across the Board v29n4 PP: 23-28 Apr 1992
ISSN: 0147-1554 JRNL CODE: CBR
WORD COUNT: 3142

...TEXT: designs come from companies like Gillette, Black & Decker, and Texas Instruments. They think about the **consumer** . Texas Instruments' **interactive** **computer** for kids was good because the company spent time watching kids' behavior. Japanese kids whose...

11/3,K/10 **(Item 1 from file: 13)**
DIALOG(R)File 13:BAMP

01095737   01656352 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Connecting with Customers
(The Indian cosmetics market is increasingly using interactive, or
   relationship marketing to maintain customer contact)
Business Line (India), p na
July 16, 1998
DOCUMENT TYPE: Journal ISSN: 0971-7528 (India)
LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2901

ABSTRACT:
...telephone helpline, and write-in services that would all cater to the needs of its **clients** . Its **interactive** kiosk is essentially a built-in **computer** with an **interactive** multimedia program and a touch screen that

gives the customers a wa⬤ experience of... ⬤

11/3,K/11   (Item 2 from file: 13)
DIALOG(R)File 13:BAMP

01014713   00853793 (USE FORMAT 7 OR 9 FOR FULLTEXT)
CRSs in Cyberspace
(Four major reservation systems working to install new systems that will
    enable agents to use TCP/Internet protocol to access Internet; system
    changes by CRSs discussed)
Article Author(s): Elliott, Elaine X
Travel Agent, v 280, n 10, p 50+
May 06, 1996
DOCUMENT TYPE: Journal ISSN: 1053-9360 (United States)
LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2738

  (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...agents, its Travelocity Web page is strictly for consumers. But Terry
Jones. president of SABRE **Computer** Services and SABRE **Interactive** .
maintains that such **consumer** marketing is not aimed at bypassing agents.
"We haven't changed our philosophy at all...

11/3,K/12   (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)

01876008   SUPPLIER NUMBER: 17843758   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Turn your computer into an interactive movie theater. (Just Do It: Don't
Try This at Home) (Technology Tutorial)**
Nilsson, B.A.
Computer Life, v3, n1, p201(4)
Jan, 1996
ISSN: 1076-9862   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 2356   LINE COUNT: 00178

ABSTRACT: Turning a **computer** into an **interactive** movie theater is an
ambitious project, but one that could be done with a 386...

...or better, sound card and speakers, a CD-ROM drive, a TV with an RCA
input , Consumer Technology Northwest's $499 Presenter TView, Sigma
Designs' $69.95 Silent Steel interactive video and...

11/3,K/13   (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)

01678352   SUPPLIER NUMBER: 15304228   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Multimedia scores points for enterprise. (Technology Transfer) (Column)
Software Magazine, v14, n4, p114(2)
April, 1994
DOCUMENT TYPE: Column   ISSN: 0897-8085   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1252   LINE COUNT: 00103

...   new opportunities for business-to-business and "infotainment"
applications.
     Through such extended enterprise applications as **interactive**
television, online **customer** support and **interactive   computer** -based
training, firms will navigate the superhighway to competitive advantage.

11/3,K/14   (Item 3 f⬤ile: 275)
DIALOG(R)File 275:Gale Gr⬤ Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01512584   SUPPLIER NUMBER: 12230485   (USE FORMAT 7 OR 9 FOR FULL TEXT)
How to be a systems integrator: part 3. (includes related article on
obtaining reprints, systems integration kit)
Cini, Al
DEC Professional, v11, n5, p66(6)
May, 1992
ISSN: 0744-9216   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1134   LINE COUNT: 00092

...   wide range of client and server hardware and software options.
    For both Macintosh and DOS **clients** , Pathworks allows **interactive**
host **computer** sessions to be initiated using the LAT, CTERM or TELNET
communications protocols. Each protocol has...

11/3,K/15   (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01288598   SUPPLIER NUMBER: 07060494   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computerization, productivity, and quality of work-life. (social aspects of
computing) (technical)
Kraut, Robert; Dumais, Susan; Koch, Susan
Communications of the ACM, v32, n2, p220(19)
Feb, 1989
DOCUMENT TYPE: technical   ISSN: 0001-0782   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 12454   LINE COUNT: 01040

...   to automate the customer service department to increase efficiency
and cut labor costs. They installed **equipment** that would computerize
information that service representatives had previously viewed on
microfiche and altered by completing paper transaction records. Compared to
the microfiche system it replaced, the **interactive   computer** system was
to provide service representatives with more recent billing information in
a more convenient way and to allow **interactive** updating of **customers** '
accounts. No attempt was intentionally made to alter the service
representatives' work processes more extensively the importance of
interaction with **customers** while performing these tasks.
    The managerial goals that initiated the computerized record
system--reducing labor...

11/3,K/16   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 1999 McGraw-Hill Co. Inc. All rts. reserv.

00810152
CAN CHRYSLER KEEP IT UP?: Its recent success is dazzling, but its record
in downturns is dismal
Business Week November 25, 1996; Pg 108; Number 3503
Journal Code: BW   ISSN: 0007-7135
Section Heading: The Corporation: MANAGEMENT
Word Count: 3,334   *Full text available in Formats 5, 7 and 9*

BYLINE:
By Bill Vlasic in Auburn Hills, Mich.

TEXT:
...says the deal is an ``experiment'' to study the chain's customer-service
techniques and **computer** operations. **Interactive** technology linking the
 customer   to Chrysler, he says, gives it insight into the colors, styles,
engines, and options most...

11/3,K/17   (Item 2 from file: 624)

0544336
**PLASTIC TALKS: Credit- and debit-card use is growing--and that's fine with
    banks**
Business Week February 14, 1994; Pg 105; Number 3358
Journal Code: BW   ISSN: 0007-7135
Section Heading: Finance
Word Count: 1,179   *Full text available in Formats 5, 7 and 9*

BYLINE:
Kelley Holland in New York, with Greg Burns in Chicago

TEXT:
... that can handle all manner of transactions and then read that
information into a personal **computer** or **interactive** TV. "Ultimately, a
 consumer would have a single card that supports all the kinds of
purchasing they do today...

11/3,K/18   (Item 1 from file: 621)

01360062   Supplier Number: 46238151   (USE FORMAT 7 FOR FULLTEXT)
**PLYMOUTH DIVISION AND LOCAL DEALERS JOINTLY LAUNCH UNIQUE CAR SHOPPING
 SERVICE**
PR Newswire, p320DEW001
March 20, 1996
Language: English   Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 548

...   Flower and Furniture Show in Cobo Center, March 19-24, 1996.
     * Plymouth Place Online puts **interactive   customer** information at
computer finger tips by dialing http://www.plymouthcars.com. Chrysler
brand **vehicle   information** can also be obtained at
http://www.chryslercars.com.
     * Plymouth Place By Phone is a...

11/3,K/19   (Item 1 from file: 484)

02516126   SUPPLIER NUMBER: 95330354   (USE FORMAT 7 OR 9 FOR FULLTEXT)
CD-ROM technology: Architects take charge
Novitski, B J
Progressive Architecture (IPRA), v76 n9, p88-92
 Sep 1995
 ISSN: 0033-0752   JOURNAL CODE: IPRA
 DOCUMENT TYPE: Feature
 LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 1869   LENGTH: Long (31+ col inches)

TEXT:
...   software Create-It, Dimoff developed a multimedia front end to the
graphic database so that **clients** can view an **interactive** presentation
on a **computer** or television screen.
When Gensler architects present their firm's work during an interview, this
...

11/3,K/20   (Item 1 from file: 16)

04675296   Supplier Number: 46881223   (USE FORMAT 7 FOR FULLTEXT)
Vanguard touts the future
Pensions & Investments, p33
Nov 11, 1996
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 862

...   to-Vanguard network and other outsourced channels. Investment
education already is being provided to Vanguard **clients** through
interactive   computer software as well through video and e-mail
applications.
       Ted Leonsis, president of America Online...

11/3,K/21   (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

04002225   Supplier Number: 45812478
Plymouth opening new auto information centers in malls
Dallas Morning News (TX), pD1
Sept 25, 1995
Language: English   Record Type: Abstract
Document Type: Newspaper; Trade

ABSTRACT:
Plymouth is opening 3 **vehicle   information** centers in 3 malls located in
the Dallas-Ft Worth area. These Plymouth Place stores, which are about
1,000 sq ft, feature **interactive   computers** that provide **customers**
with **information** about a particular **vehicle** of their choice. No
vehicles will be sold by the stores. It will be staffed...

11/3,K/22   (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

03294208   Supplier Number: 44546174   (USE FORMAT 7 FOR FULLTEXT)
**Autos shift easily onto superhighway: In big-ticket area, one-to-one
marketing works**
Automotive News, pS32
March 28, 1994
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Tabloid; Trade
Word Count: 711

...   stronger relationships with their customers, auto marketers are on
the leading edge of testing new **interactive** media.
       Computer discs, on-line services and interactive TV are some of the
new-media tools carmakers hope will generate higher **customer** loyalty.
       Interactive media can provide the two-way communication between
marketers and consumers that's crucial to...

11/3,K/23   (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)

02176235   Supplier Number: 42830773   (USE FORMAT 7 FOR FULLTEXT)
**SPECIAL REPORT: VOICE PROCESSING/ENHANCED SERVICES: PAC BELL CHANNELS
SELF-SERVE SERVICE**
Telephone Engineer & Management, p32
March 15, 1992
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade

... to the user layer, which again is connected to the customer contact
layer to enable **customer -computer   interactivity** .
     Pacific Bell believes appropriate deployment of these technologies
creates an array of customer benefits, most...

   11/3,K/24   (Item 5 from file: 16)
DIALOG(R)File   16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

01187499   Supplier Number: 41359873 (USE FORMAT 7 FOR FULLTEXT)
INTERACTIVE PHARMACY KIOSKS: USER-FRIENDLY PIC DISPENSES DRUG INFORMATION
Chain Store Age Executive with Shopping Center Age, p49
June, 1990
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 982

   (USE FORMAT 7 FOR FULLTEXT)
TEXT:
Free **information** about health **care** is just a push button away for
Wal-Mart shoppers. The chain has installed a new **interactive   computer**
system, called Pharmacy Information Center (PIC), in 200 stores. Based on
touch-screen technology, PIC...

   11/3,K/25   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09755171   SUPPLIER NUMBER: 19798029   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Thinking Tools Announces Aon Risk Services and CARA Corporation Will Offer
 Think 2000 as Part of ARM2000 Program
PR Newswire, p929SFM019
Sep 29, 1997
LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 824   LINE COUNT: 00075

...   off to form Thinking Tools. Since then, Thinking Tools has applied
the lessons learned from **customers** ' experiences with **interactive**
computer games including SimCity to developing business simulations for
top organizations such as Andersen Consulting, Chevron...

   11/3,K/26   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09646584   SUPPLIER NUMBER: 17852275   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Virtual reality techniques in NPD research. (new product development)
Rosenberger, Philip J., III; Chernatony, Leslie de
Journal of the Market Research Society, v37, n4, p345(11)
Oct, 1995
ISSN: 0025-3618   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4925   LINE COUNT: 00438

...   and head-mounted displays (HMDs). In the late 1980s, Lanier used
the term to describe **interactive** , **computer** -generated 3D immersive
displays and sound. Lanier and his colleagues put together the first fully
...

...the (real) physical world. Early applications of VR in market research
techniques are based on **consumers   interacting** with a multimedia-based
computer display, allowing them to use the mouse to click on...

11/3,K/27   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09095957   SUPPLIER NUMBER: 18860875   (USE FORMAT 7 OR 9 FOR FULL TEXT)
A guide to electronic commerce. (includes related article on financial
 transactions using small currency denominations)
Mooney, J. Lowell; Pittman, William D.; Castelluccio, Michael
Management Accounting (USA), v78, n3, p43(5)
Sep, 1996
ISSN: 0025-1690   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3851   LINE COUNT: 00309

...   easier for customers to shop and pay for goods and services using
their telephones, personal **computers** , or **interactive** television
systems. **Customers** now can move money among financial institutions around
the world, shop online for loans and...

11/3,K/28   (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

08753458   SUPPLIER NUMBER: 18371290   (USE FORMAT 7 OR 9 FOR FULL TEXT)
RISC vs RISC: comparing microprocessor architectures.
 (reduced-instruction-set computer)(includes related articles)
Levy, Markus
EDN, v41, n8, p81(6)
April 11, 1996
ISSN: 0012-7515   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4083   LINE COUNT: 00345

...   developed the StrongARM ((micro)processors) family (reaching speeds
up to 200 MHz). StrongARM focuses on **consumer** electronics products,
including PDAs, **interactive** TV, Internet **computers** , multimedia games,
and digital-cameras.
     European Silicon Structures (ES2) (Rousset Cedex, France) specializes
in mixed...

11/3,K/29   (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07928306   SUPPLIER NUMBER: 17057284   (USE FORMAT 7 OR 9 FOR FULL TEXT)
FIRST SYMPOSIUM ON NEW INTERACTIVE MEDIA SPECIFICALLY FOR HEALTH CARE
 INDUSTRY, WHAT DOES IT MEAN?
PR Newswire, p615NY115
June 15, 1995
LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 471   LINE COUNT: 00047

...   for health care industry communications.
     "This symposium will meet the challenge of effectively positioning
health **care** **information** in new media formats that are accessible to
consumers and health care professionals," commented Wendy Borow, symposium
moderator and president of Com-Med **Interactive** . "Interactive media,
computer technology, and video are words most of us use without analyzing
what they mean within...

11/3,K/30   (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07531920   SUPPLIER NUMBER: 16109985   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The future of media and bank advertising. (Cover Story)
Lian, Tanja

Bank Marketing, v26, n9, ⬤ (6)
Sept, 1994
DOCUMENT TYPE: Cover Story   ISSN: 0888-3149   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2565   LINE COUNT: 00201

...ABSTRACT: advances are providing precious opportunities for banks to
advertise in innovative ways. On-line networks, **interactive** television,
computers and satellite communication systems are all working together to
help banks reach out to their...

...to create advertising that is either entertaining or informative. The
fourth option is to exploit **interactivity** to enable **consumers** to
achieve more knowledge about a product without having to stand up from
their sofas...

11/3,K/31   (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

07170613   SUPPLIER NUMBER: 14698376   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Electronic components and equipment and superconductors. (Industry
Overview)**
Donnelly, Margaret T.; Mussehl-Aziz, Judee; Finn, Erin; Chiarodo, Roger;
Roark, Robin; Scott, Robert
U.S. Industrial Outlook, p15-1(26)
Annual, 1994
DOCUMENT TYPE: Industry Overview   ISSN: 0083-1344   LANGUAGE:
  ENGLISH   RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 21598   LINE COUNT: 01814

...   U.S. companies want to maintain their competitive position.
    Within the next few years, new **consumer** products, such as HDTV,
interactive multimedia, and handheld **computers** , will enter the U.S.
market. These products will be based on developing technologies, including
...

11/3,K/32   (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

06198701   SUPPLIER NUMBER: 13597065   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Companies adopt CD-I for training, education, and point of purchase.
Desmarais, Norman
CD-ROM Librarian, v7, n11, p37(3)
Dec, 1992
ISSN: 0893-9934   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 1454   LINE COUNT: 00121

...   and do this from anywhere in the world.
    These innovative programs consist of self-study, **interactive** , and
video **computer** simulations that help professionals build job skills in
the critical areas of management, **customer** service, and sales. With
interactive media technology, learning can take place on the job or at
home whenever the information...

11/3,K/33   (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05484502   SUPPLIER NUMBER: 11316878   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**The great privacy debate. (controversy over consumer privacy and database
marketing) (Research & Technology)**
Peterson, Laurie
ADWEEK Western Advertising News, v41, n39, pS24(2)

Sept 23, 1991
ISSN: 0199-4743   LANG●●●E: ENGLISH   RECORD TYPE: ●●●TEXT
WORD COUNT: 1351   LINE COUNT: 00108

...   to entice consumers to participate. This type of marketing would
use direct-response advertising, telephones, **computers** and other
interactive technologies to get **consumers** actively involved in seeking
out marketers' ads.
       Dr. Mary Culnan, an associate professor of business...

  11/3,K/34   (Item 10 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05148535   SUPPLIER NUMBER: 10763503   (USE FORMAT 7 OR 9 FOR FULL TEXT)
THINKLABS UNVEILS NEW INTERACTIVE   COMPUTER **TO HELP** CONSUMERS **AT**
  SUPERMARKETS
PR Newswire, 0521P3817
May 21, 1991
LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 425   LINE COUNT: 00035

THINKLABS UNVEILS NEW INTERACTIVE   COMPUTER **TO HELP** CONSUMERS **AT**
  SUPERMARKETS

TEXT:
       THINKLABS UNVEILS NEW **INTERACTIVE**   **COMPUTER** TO HELP **CONSUMERS**   AT
SUPERMARKETS
       DENVER (MAY 21) PR NEWSWIRE - Thinklabs Inc. announced a new
interactive   **computer** to help **consumers** make intelligent product
choices at the supermarket. Thinklabs' first computer has been developed
for Kal...

  11/3,K/35   (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

04833427   SUPPLIER NUMBER: 08888848   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Capturing the elusive shopper. (in-store marketing) (Superbrands 1990
  Supplement)
Petersen, Laurie
ADWEEK Western Advertising News, v40, n38, pS197(5)
Sept 17, 1990
ISSN: 0199-4743   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 3514   LINE COUNT: 00275

...   products. The manufacturer, in Redmond, Wash., has run the system
for four years.
       CareQuest Health **Care**   Information Center, from CareQuest in
Roanoke, Va., is a fledgling **computer** -driven **interactive** kiosk with a
touch-sensitive screen used

  11/3,K/36   (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

04117837   SUPPLIER NUMBER: 07985827   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sales promotion. (Marketing to the Year 2000 Supplement)
Petersen, Laurie
ADWEEK Western Advertising News, v39, n37, pS231(2)
Sept 11, 1989
ISSN: 0199-4743   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 1257   LINE COUNT: 00100

...   thanks to advances in technology and dramatic changes in how people

work and shop. As **consum**●incorporate **interactive** te●on,
telephone and **computerize**●information services into the●routines,
that's where you will find the sales-promotion business...

11/3,K/37   (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

04108868   SUPPLIER NUMBER: 07967473   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Sales promotion: promotions will shift toward a one-on-one approach as
 they're tailored to encourage continuity of purchase. (Adweek Supplement:
 Marketing to the Year 2000 - Advertising and Marketing)
Peterson, Laurie
Adweek's Marketing Week, v30, n37, pS231(2)
Sept 11, 1989
ISSN: 0892-8274   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 1228   LINE COUNT: 00099

...   thanks to advances in technology and dramatic changes in how people
work and shop. As **consumers** incorporate **interactive** television,
telephone and **computerized** information services into their routines,
that's where you will find the sales-promotion business...

11/3,K/38   (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

03900038   SUPPLIER NUMBER: 06967948   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Second Annual Directory of Human Resources Services, Products and
 Suppliers, January 1989. (directory)
Personnel, v66, n1, pD1(167)
Jan, 1989
DOCUMENT TYPE: directory   ISSN: 0031-5702   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 155534   LINE COUNT: 14711

...   system that
     integrates the Payroll and Personnel functions
     and eliminates duplication of data. ADP's
     Interactive Personnel and Payroll (IPP)
     service is a full integrated, on-line system for
     collecting, consolidating...work for
     you, to develop benefits that respond to
     your workers' present and future child **care**
     needs. Proudly serving public, private, and
     Fortune 500 companies across the Midwest. Princeton Management
Consultants...
...Vice-President, Marketing
     Runzheimer International, an international
     management consulting firm specializing
     in cost-of-living **information** for relocation,
     recruiting, site selection, group moves, and
     wage/salary area differentials.
     Rhoda A. Runzheimer...and businesspersons,
     provides all of the information
     required to select, begin, and manage a
     Child-**Care** Operation. Also, **information** is
     included for employees to find help in
     existing Child-Care facilities. Sources of State...Contact: Carole
Szpak, Director of
     Communications
     Association of 300 private specialty hospitals
     providing data and **information** on
     in-patient psychiatric **care** and hospital-based
     mental health services. Booklets and data
     available on mental health insurance coverage...

11/3,K/39 **(Item 1 from file: 553)**
DIALOG(R)File 553:Wilson Bus. Abs. FullText

03546553 H.W. WILSON RECORD NUMBER: BWBA97046553 (USE FORMAT 7 FOR FULLTEXT)
Supplier directory.
Electric Perspectives (Electr Perspect) v. 22 (May/June '97) p. 103-37
LANGUAGE: English
WORD COUNT: 28355

(USE FORMAT 7 FOR FULLTEXT)

TEXT:
... SPECIALIZATION
Brite Voice Systems' Interactive Information Systems (IIS) Division is a
leading provider of open, **client** /server-based **interactive** voice
response/**computer** telephone integration (IVR/CTI) solutions. IVR/CTI
solutions provide utility customers with direct access stored...

11/3,K/40 **(Item 2 from file: 553)**
DIALOG(R)File 553:Wilson Bus. Abs. FullText

03330214 H.W. WILSON RECORD NUMBER: BWBA96080214 (USE FORMAT 7 FOR FULLTEXT)
1996 Interactive resource directory.
AUGMENTED TITLE: special section
Editor & Publisher, the Fourth Estate (Ed Publ Fourth Estate) v. 129 (Sept.
7 1996) p. 1I-112I
LANGUAGE: English
WORD COUNT: 109895

(USE FORMAT 7 FOR FULLTEXT)

TEXT:
... net
web site http://www.adcom.net
Contact:
Carl Shedd, President/Publisher
Other Key Personnel:
Carl Skedd, Editor
Other **Information** :
Est. 1988; Turnkey; Training
Service Categories:
Content Developer/Provider; Marketing Communications;
Online and Internet Services...Audiotex Technical
Kim Sexton, Sales Representative
Other Information:
Est. 1977; Turnkey; Training
Service Categories:
Audiotex (**Interactive** Telephone); **Computer** Hardware;
Computer Software; Fax Services

STEIN EDUCATIONAL MARKETING GROUP
2161 Monroe Dr., N.E., Atlanta, GA 30324...

21/3,K/1 **(Item 1 from file: 15)**
DIALOG(R)File 15:ABI/INFORM(R)

01404350 00055337
Welcome to my parlor...
Clark, Bruce H
Marketing Management v5n4 PP: 10-25 Winter 1997

...TEXT: on the Web can produce significant sales in other areas of
business. Some 1,400 **car**   dealers spend $250-$1,500 a month to promote
themselves through Auto-ByTel, a **car** -buying service. Consumers buy as
many as 15,000 **cars** per month based on **information** they obtained from
the service. Aside from direct sales, companies have found they also can...

21/3,K/2   (Item 2 from file: 15)

01390459   00-41446
ISPs: The most important vendors resellers are likely never to meet
Joffe, Rodney

...TEXT: trace route is a computer test that shows how many network "hops,"
or pieces of **equipment** , a packet of **data** has to pass through to go from
Point A to Point B on the Internet...

21/3,K/3   (Item 3 from file: 15)

01331833   99-81229
Delivering the goods for truckers
Brown, Marshall

...TEXT: policy. Again, this is a relatively inexpensive coverage and most
of our markets that write **trucking** liability also write general liability
for **truckers** .

The business personal property of a **trucking** firm is often an overlooked
exposure. The files, computers, electronic **data** , radio **equipment** , etc.,
are as important to some **truckers** as their rigs, because this **equipment**
 keeps their businesses functioning on a daily basis.

A coverage that's emerging in importance for **truckers** is employment
practices liability. Truckers are subject to the same discrimination and
wrongful termination laws...

21/3,K/4   (Item 4 from file: 15)

00918302   95-67694
Put client depreciation on autopilot!
Knaster, Barry

...TEXT: to add, delete, or transfer. One-time entry of groups of identical
assets (office furniture, **computer   equipment**) simplifies and reduces
 data   entry. You can instantly change fields within these groups, such as
location or classification, across...

21/3,K/5   (Item 5 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)

00547622   91-21967
The "Conservative" RHC Breaks the Mold
Wilson, Carol; Karpinski, Richard
Telephony v220n16 PP: 32-44 Apr 22, 1991
ISSN: 0040-2656 JRNL CODE: TPH
WORD COUNT: 5415

...TEXT: been using 40 to 50 different types of splice tents."

The five housed 22 different **data** centers with **computer** **equipment**
from at least four different vendors, for example.

Over the next five years, however, those 22 centers will be consolidated
into four centralized data centers with **equipment** from one major vendor
-- IBM Corp. -- Barnett says. Ameritech also will standardize internal
operations for...

21/3,K/6   (Item 6 from file: 15)
DIALOG(R)File 15:ABI/INFORM(R)

00537822   91-12166
The Distribution Engineering Workbench Provides Tools for the Future
Cuomo, Thomas F.
Transmission & Distribution v43n2 PP: 78-81 Feb 1991
ISSN: 0041-1280 JRNL CODE: TMD
WORD COUNT: 2531

...TEXT: computer system design is a comprehensive facilities management
and work-management system that was named **Vehicle** to Integrate Systems
and **Information** for Operating Needs (VISION).

Scope Of The System

The overall concept is a system to...

21/3,K/7   (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)

01759559 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Techs make 'house calls'
(Chrysler's Mobile Service pilot program sends a service technician and a
 van filled with equipment and tools to perform light warranty repairs
 wherever convenient for customers)
Tire Business, v 14, n 22, p 6
February 17, 1997
DOCUMENT TYPE: Journal ISSN: 0746-9070 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 696

 (USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...by Automotive News, a sister publication of Tire Business.

Chrysler spent $13,000 on each **van** to outfit it with shelves, a full set
of Snap-On hand tools, and a drive-ability diagnostic tool.

Each van also has a portable computer. If a consumer's **vehicle** is having
intermittent **problems** , the technician can attach the **computer** to the
vehicle and leave it for several days, if necessary. When malfunctions

occur, the consumer can [████]vate the **computer** , which wi[████]cord **data**
from the **vehicle** 's on-b[████]d diagnostic system.

Most techs have a cellular phone to keep in touch with the dealership, Mr.
Klesko said.

The **van** also has a time clock technicians must punch when they arrive at
and leave a...

21/3,K/8   (Item 2 from file: 9)
DIALOG(R)File   9:Business & Industry(R)
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01655966 (USE FORMAT 7 OR 9 FOR FULLTEXT)
HOUSE CALLS
(Chrysler Corp service technicians make house calls under its new Mobile
 Service pilot program)
Automotive News, v 71, n 5683, p 6+
October 21, 1996
DOCUMENT TYPE: Journal ISSN: 0005-1551 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 695

 (USE FORMAT 7 OR 9 FOR FULLTEXT)

ABSTRACT:
...a $615 freight charge, according to Automotive News calculations.

Chrysler spent $13,000 on each **van** to outfit it with shelves, a full set
of Snap-On hand tools, and a driveability diagnostic tool. Each **van** also
has a portable computer. If a consumer's **vehicle** is having intermitted
problems , the technician can attach the **computer** to the **vehicle** and
leave it for several days, if necessary. When malfunctions occur, the
consumer can activate the **computer** , which will record **data** from the
vehicle 's on-board diagnostics system.
...

TEXT:
...a $615 freight charge, according to Automotive News calculations.

Chrysler spent $13,000 on each **van** to outfit it with shelves, a full set
of Snap-On hand tools, and a driveability diagnostic tool. Each van also
has a portable computer. If a consumer's **vehicle** is having intermitted
problems , the technician can attach the **computer** to the **vehicle** and
leave it for several days, if necessary. When malfunctions occur, the
consumer can activate the **computer** , which will record **data** from the
vehicle 's on-board diagnostics system.

Most technicians have a cellular phone to keep in touch with the
dealership, Klesko said.

The **van** also has a time clock that the technicians must punch when they
arrive at and...

21/3,K/9   (Item 1 from file: 647)
DIALOG(R)File 647:CMP Computer Fulltext
(c) 1999 CMP. All rts. reserv.

01118567   CMP ACCESSION NUMBER: CRN19970217S0128
ISPs:The Most Important Vendors Resellers Are Likely Never To Meet - find
   out how ISPs support VARs
Rodney Joffe
COMPUTER RESELLER NEWS, 1997, n 723, PGIR45
PUBLICATION DATE: 970217
JOURNAL CODE: CRN   LANGUAGE: English
RECORD TYPE: Fulltext

...   trace route is a computer test that shows how many network "hops,"
or pieces of **equipment** , a packet of **data** has to pass through to go
from Point A to Point B on the Internet...

  21/3,K/10   (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01840229   SUPPLIER NUMBER: 17410153   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Use bar codes to automate data entry in VB apps. (Visual Basic)(Visual
 Basic Expert)(Tutorial)**
Murdoch, John
Data Based Advisor, v13, n6, p128(5)
July, 1995
DOCUMENT TYPE: Tutorial   ISSN: 0740-5200   LANGUAGE: English
RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3788   LINE COUNT: 00309

...   trend.
   We're not just depending on a data-entry center anymore--we're
retrieving **information** from warehouse **equipment** , handheld **computers** ,
PCs mounted in tractor-trailers, and many other places. **Computers** aren't
just more powerful--they're also smaller. Bar-code scanning is one of...

  21/3,K/11   (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 1999 The Gale Group. All rts. reserv.

01674879   SUPPLIER NUMBER: 15068645   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**1994 market directory issue: more than 600 information technology company
 listings. (vendors of health technology-related products and services,
 organizations and events) (Directory)**
Health Management Technology, v15, n3, p14(113)
Feb 15, 1994
DOCUMENT TYPE: Directory   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT;
  ABSTRACT
WORD COUNT: 69033   LINE COUNT: 06228

...   TENDEM FT Complete network and applications-integration products
and services using IEEE, ANSI, NEPA standard **computers** , wire and cabling
systems and network electronics. Designs and integrates fiber, copper and
wireless technologies. Sells all **data** -transport **equipment** and services
integrated HL7 and non-HL7 applications. Information-systems planning,
design and integration consulting...

  21/3,K/12   (Item 1 from file: 47)
DIALOG(R)File 47:Gale Group Magazine DB(TM)
(c) 1999 The Gale group. All rts. reserv.

05121464   SUPPLIER NUMBER: 20302639   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Stability, care and handling of microforms, magnetic media and optical
 disks.(part 2, magnetic media)**
Saffady, William
Library Technology Reports, v33, n6, p645(36)
Nov-Dec, 1997
ISSN: 0024-2586   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 19268   LINE COUNT: 01632

...   a magnetizable recording material. Magnetic tape recording devices
and media have a long history in **information** storage. Audio recording
equipment dates from the 1920s. Video recording applications followed in
the 1950s. Magnetic tape drives were the principal storage peripherals in

early **computer** install●●s, but their serial access c●●teristics render them unsuitable f●●nline applications requiring ●●d retrieval...

21/3,K/13   (Item 1 from file: 624)
DIALOG(R)File 624:McGraw-Hill Publications
(c) 1999 McGraw-Hill Co. Inc. All rts. reserv.

0027462
Tackling plant-maintenance problems: Here is a collection of new products, services, product literature, books and other information related to plant maintenance.
Chemical Engineering January 19, 1987; Pg 69; Vol. 94, No. 1
Journal Code: CE   ISSN: 0009-2460
Section Heading: Equipment Focus
Word Count: 2,121   *Full text available in Formats 5, 7 and 9*

TEXT:
... the IBM 36), multi-user networks, and some mainframes. --Diagonal Data Corp., Lakeland, Fla. 260

 Data   -acquisition system for rotating **equipment** -- The ADRE 3 system enables   users   to   acquire   and   reduce   vibration   data   for   performing diagnostics...

21/3,K/14   (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

01193368   Supplier Number: 41369168   (USE FORMAT 7 FOR FULLTEXT)
A Driving Force
Computer Systems News, p41
June 4, 1990
Language: English   Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1996

...   every type of technology imaginable: multiple IBM and Amdahl Corp. mainframes; a range of mini-**computers** supplied by **Data** General Corp., Digital **Equipment** Corp., IBM, Tandem **Computers** Inc., Prime **Computer** Inc. and Wang Laboratories Inc., to name a few; and a mixture of 20,000 personal **computers** and workstations, 4500 of which are linked on 300 local-area networks in 1600 offices within the continental United States.
    The **equipment** came none too soon. In 1913, the company--begun in 1907 as a bunch of...

21/3,K/15   (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

10617195   SUPPLIER NUMBER: 21265467   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Voice of the industry. (role of maintenance teams in foundries)
Modern Casting, v88, n10, p32(1)
Oct, 1998
ISSN: 0026-7562   LANGUAGE: English   RECORD TYPE: Fulltext
WORD COUNT: 1031   LINE COUNT: 00088

...   to just under 15% with a corresponding reduction in scrap. By 1990, we installed a **computerized   maintenance** management system that gave us the capability of pinpointing the causes of chronic **equipment   problems** . We also added some predictive **maintenance   equipment** that further enhanced **performance** . Through these measures, we found that 85% of our work orders were being generated by inspections and only 8% from emergencies. By the end of 1991, our **maintenance** downtime hovered around 5% and there was a corresponding reduction in scrap. Much of the scrap reduction was due to **equipment** being kept in top condition with all

adjustments being made t●●p **equipment** within manufac●●'s specs. I must add that much credit goes to senior management for g●●g the **maintenance** department the tools and training needed to accomplish these fine results."
        - Richard Norman, consultant, Reynoldsburg...

   21/3,K/16   (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09739388   SUPPLIER NUMBER: 19766724   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The testability tune-up. (digital loop carriers)
Beistel, Roy; Mortimer, Larry; Flaminio, Rocky
America's Network, v101, n15, p27(5)
August 1, 1997
ISSN: 1075-5292   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3690   LINE COUNT: 00296

...   or feature fix in the service center computer, identification of a customer premises wiring or **equipment   problem** , or identification of a facility fault requiring a costly dispatch of personnel and **equipment** .
     With good test results, obtained remotely for the cost of a few dollars of personnel...

   21/3,K/17   (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09560455   SUPPLIER NUMBER: 18024265   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Energy auditing: energy management by wandering around.
Spain, T. Kenneth
Energy User News, v21, n1, p32(3)
Jan, 1996
ISSN: 0162-9131   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3457   LINE COUNT: 00333

...   rate schedules, detailed calculations or computer printouts, product literature, cost-estimating details, and lists of **equipment** --supporting **information** or details that may be needed in the design or implementation phase.
     Specific energy programs...

   21/3,K/18   (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

09332072   SUPPLIER NUMBER: 19155887   (USE FORMAT 7 OR 9 FOR FULL TEXT)
**ISPs: the most important vendors resellers are likely to never meet.
 (Internet service providers)(Internet Reseller supplement) (Industry
 Trend or Event)**
Joffe, Rodney
Computer Reseller News, n723, pS45(1)
Feb 17, 1997
ISSN: 0893-8377   LANGUAGE: English   RECORD TYPE: Fulltext; Abstract
WORD COUNT: 877   LINE COUNT: 00067

...   trace route is a computer test that shows how many network "hops," or pieces of **equipment** , a packet of **data** has to pass through to go from Point A to Point B on the Internet...

   21/3,K/19   (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

08124425   SUPPLIER NU●●● 17389671   (USE FORMAT 7 ●●●OR FULL TEXT)
Plastics technology: manu●●●turing handbook & buyers' gui●●●995/96.(Buyers Guide)
Plastics Technology, v41, n8, pCOV(941)
August, 1995
DOCUMENT TYPE: Buyers Guide   ISSN: 0032-1257   LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 174436   LINE COUNT: 15187

...   temperature, process and time/temperature stand-alone controls can
be fully configured by a temporary **computer** link-up. Also full line of
sensors compatible with controls.
     CHROMALOX EDWIN L. WlEGAND DIV...

21/3,K/20   (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05505863   SUPPLIER NUMBER: 11344110   (USE FORMAT 7 OR 9 FOR FULL TEXT)
The system is the solution. (Transit Software)(geographic information systems use in transit industry)
Kravif, Diane
Mass Transit, v18, n9-10, p18(4)
Sept-Oct, 1991
ISSN: 0364-3484   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 2006   LINE COUNT: 00162

...   rail lines, GIS can be used for right-of-way inventories,
management of utilities, leases, **maintenance** of way, accident reporting,
tracking of claims, emergency **vehicle** routing, and passenger **information**
. In the 1990s, GIS will become a powerful tool to help transit agencies
with limited...

21/3,K/21   (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05416847   SUPPLIER NUMBER: 11002919   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Communications keep doors open at M.S. Carriers. (trucking firm utilizes information systems technology) (company profile)
Powell, Gregory
Memphis Business Journal, v13, n7, p1(2)
July 1, 1991
DOCUMENT TYPE: company profile   ISSN: 0747-167X   LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 1151   LINE COUNT: 00090

...   in the voice mail software M.S. Carriers has linked into its IBM
AS400. Routinely, **truckers** can use a Touchtone telephone to gain access
to the company's computer system. When the lines are open, the **trucker**
updates cargo **information** .
     "The driver calls and tells us where they are. This automatically
updates our information on...

21/3,K/22   (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05416845   SUPPLIER NUMBER: 11003033   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Entrepreneur of the Year Awards honor best, brightest. (1991 California awards finalists; includes related articles)
Los Angeles Business Journal, v13, n27, p1A(10)
July 8, 1991
ISSN: 0194-2603   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 9425   LINE COUNT: 00778

...   s firm, which he founded, merged with another.
     CCM distributes used, refurbished and new computer **equipment** and
spare parts. Active in the secondary market, Century buys and sells many
major brands of personal computers, enhancements, **data** communications
equipment and peripherals.
     With more than $3 million in inventory, Century offers an unusually
high level...

  21/3,K/23   (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

05110111   SUPPLIER NUMBER: 10393926   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Annual meeting & paint show wrap-up. (Federation of Societies for Coatings
 Technology: 68th Annual Meeting; 55th Annual Paint Industries' Show)
 (includes focus articles, list of exhibitors, etc.)
Journal of Coatings Technology, v63, n792, p19(35)
Jan, 1991
ISSN: 0361-8773   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 17443   LINE COUNT: 01499

...   analyze date statistically. UNOCAL Chemicals staff are on hand to
discuss their products and your **problems** .
     VAN WATERS & ROGERS SEATTLE, WA 98104
     From a theme of "Chemicals & Solutions," **Van** Waters & Rogers
highlights its broad line of coating raw materials with special emphasis on
solvents...

  21/3,K/24   (Item 10 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

02029160   SUPPLIER NUMBER: 03251010   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Distribution computer software & services directory. (physical distribution
 of goods)
Handling & Shipping Management, v25, p51(7)
May, 1984
ISSN: 0194-603X   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 4623   LINE COUNT: 00405

...   Electric Information SErvices Co. Agent System Transact, Inc.
Transact Software System * Tymshare, Inc. TIPS (Trade **Information**
Reporting System) MIPS/CORTEX **Equipment   Maintenance**
     Though a wide range of maintenance packages are available, all share
a common goal: reducing **equipment** downtime and increasing its service
life. In achieving this aim, many (but not all) of...

  21/3,K/25   (Item 11 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

01758860   SUPPLIER NUMBER: 02658533   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computer guide: systems, hardware, software. (product descriptions)
Chilton's Distribution, v82, p74(3)
March, 1983
ISSN: 0273-6721   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 2207   LINE COUNT: 00204

...   Products/Services offered: Hardware, Software, Networking.
     CW SYSTEMS, INC.
     CW Systems offcers TRACE, a rail **car** tracing system that collects
and reports the movement of your rail **cars** and rail traffic **data**
quickly and easily. TRACE uses ordinary telephone lines to link the
personal **computer** to any of the commercial CLM services, putting the

following **information** a●r fingertips: rail **car** ide●cation,
loaded or empty status, c●ent or previous contents, des●tion and
consignee; up-to-date data concerning the location of a rail **car** ,
including when and where it was sighted, the railroad that sighted it and
its action...

...user.
        Products/Services offered: Software, Networking.
        COMPUTER TASK GROUP, INC.
        Computer Task Group offers the **Vehicle** Maintenance Reporting System
which complies with the **Vehicle** Maintenance Reporting System developed by
the American **Trucking** Associations. **Data** for both inside and outside
repairs are entered into the system directly from repair orders...

...the system can be used to create a preventive maintenance file for each
type of **vehicle** . Mileage intervals for each type of **vehicle** inspection
can be noted in the system to improve **maintenance   scheduling** .
        Products/Services offered: Software.
        DISTRIBUTION MANAGEMENT SYSTEMS, INC.
        Distribution Management Systems (DMS) offers two new...

 21/3,K/26   (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)1999 The Gale Group. All rts. reserv.

01758853   SUPPLIER NUMBER: 02622145   (USE FORMAT 7 OR 9 FOR FULL TEXT)
Computer guide: systems, services, hardware and software.
Entwisle, Nancy
Chilton's Distribution, v82, p29(5)
Feb, 1983
ISSN: 0273-6721   LANGUAGE: ENGLISH   RECORD TYPE: FULLTEXT
WORD COUNT: 4248   LINE COUNT: 00387

...   achieve these goals. Built-in redundancies and checks-and-balances
eliminate non-human (i.e., **equipment**) errors.
     Data Handling lets you: Update receiving and purchase order files
accurately and instantaneously; utilize warehouse space...
?

```
Set      Items    Description
S1        7692    (INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUI-
                  RY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR -
                  SHOPPER? OR CLIENT? OR PATRON?)
S2      118893    (EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTO-
                  MOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3       35207    (PREPAR? OR DEVELOP? OR PRODUCE? OR FORMULAT? OR PERFORM? -
                  OR SCHEDUL?) (N5) (WORK()ORDER? OR WORK()REQUEST? OR WORK?(N)-
                  AUTHORIZATION? OR SERVICE()REQUEST? OR SERVICE()ORDER? OR MAI-
                  NTENANCE?)
S4        6554    S2 AND (MAINTENANCE? OR REPAIR?)
S5         128    S1 AND S2
S6         · 1    S5 AND S3
S7           9    S5 AND S4
S8           9    RD S7 (unique items)
?
```

0952136 NTIS Accession Number: PB82-172354/XAB
Medicaid Satisfaction Survey Research (1977-1980)
  (Research rept)
  Ware, J. ; Curbow, B. ; Ross-Davies, A. ; Robins, B.
  California Dept. of Health Services, Sacramento.
  Corp. Source Codes: 056274000
  Sponsor: Health Care Financing Administration, Washington, DC.
  Mar 81   162p
  Languages: English
  Journal Announcement: GRAI8213
  Order   this   product   from NTIS by: phone at 1-800-553-NTIS (U.S.
customers); (703)605-6000 (other countries); fax at (703)321-8547; and
email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,
Springfield, VA, 22161, USA.
  NTIS Prices: PC A08/MF A01
  Country of Publication: United States
  Contract No.: HCFA-96-90299
  The report presents analyses of the Beneficiary Satisfaction Survey used
to measure consumer satisfaction with care among Medi-Cal (Medicaid)
beneficiaries in California's prepaid health plans (PHPs) and health
maintenance   organizations (HMOs). The instrument, **developed** during
seven   years   of   research includes 21 items based on a five-point
agree-disagree scale and 18 items covering specific questions about
demographics and health **care** experiences. **Data** from the survey was
linked   with   other data collected by the Prepaid Health Research,
Evaluation, and Demonstration (PHRED) Project which enable the Project to
derive conclusions and make recommendations in seven major areas: (1)
comparisons of levels of satisfaction with access, quality of care, and
facilities in the Medi-Cal system (prepaid health plans and fee-for-service
combined)   to   national norms; (2) comparisons of satisfaction with
fee-for-service and prepaid health plans within Medi-Cal; (3) comparative
evaluations among prepaid health plans; (4) analysis of the probable causes
of disenrollment from prepaid health plans; (5) analysis of 'other issues'
(such as demographic influences on satisfaction, areas of need for
improvement in quality of care, etc.); (6) identification of topics for
future research (development of broader uses for the data gathered by means
of the survey, and possibilites for improvement in the survey instrument to
facilitate these uses); and (7) clarification of methodological issues.

01612785 ORDER NO: AAD98-13030
**SOCIOLOGICAL PERSPECTIVES ON THE EMERGING MEDICAL INSTITUTION OF HOME
HEALTH CARE**
  Author: SEME-KING, CATHERINE MARY
  Degree: PH.D.
  Year: 1997
  Corporate Source/Institution: CASE WESTERN RESERVE UNIVERSITY (0042)
  Adviser: EVA KAHANA
  Source: VOLUME 58/10-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
           PAGE 4074. 348 PAGES

    Home health care has the potential to play a central role in the
future provision of health care to the elderly as hospital care becomes
restricted to acute and intensive care. Guided by symbolic interactionism,
this research explores the home care experience for the aged using both
quantitative and qualitative approaches. The study was conducted based on
76 **interviews** with elderly **clients** of The Visiting Nurse Association.
The study conceptualized home health care as a medical institution and
sought to relate aspects of home health care to understand the relationship
between physical limitations and depressive symptomatology.
    This goal was accomplished by utilizing the stress model to determine

the effect of physical ⬤tations on depressive sympt⬤ogy as mediated by formal and informal ⬤ial support and perceived qua⬤ of formal and informal social support. In a qualitative component, the research focused on the meaning of receiving home health care from the perspective of the care-recipient. The Negotiation Model, anchored in symbolic interactionism, provided the conceptual framework that identified areas of concern that may prohibit optimal normalization of the illness career. Areas of concern with receiving home care noted by respondents were categorized and an Illness Career Typology was created. Results of the quantitative analysis determined that physical limitations and perceived quality of informal social support were predictors of depressive symptomatology.

Two major roles for home care recipients were discerned in the qualitative study component: (1) The role of 'patient/care-receiver,' concerned with issues related to the patients' illness, and (2) the 'normal role' reflecting concerns of everyday life. Identification of these roles, in the framework of an illness career typology, facilitated examination of conflicts and strain within each of these roles. To achieve successful normalization of the illness career, the patient must resolve these conflicts in order to maintain identity. The data reflect that patients perceived a considerable lack of predictability and controllability within the context of these two roles. Sociological research of the emergent institution of home health **care** provides **information** identifying areas which contribute to normalization and **maintenance** of self-identity. The new Tripartite model identified the changing division of labor, directionality of care and institutional partnerships characterizing the emerging medical institution of home health care.

 8/7/2   (Item 1 from file: 6)
DIALOG(R)File   6:NTIS
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1897849 NTIS Accession Number: AD-A293 135/0
 NAESU Management of Engineering and Technical Services
   (Final rept. Sep 93-Dec 94)
   Boynton, R. E. ; Seiden, N. E. ; Vaughan, L. E.
   Naval Postgraduate School, Monterey, CA.
   Corp. Source Codes: 019895000; 251450
   Report No.: NPS-64-95001
   Mar 95   68p
   Languages: English
   Journal Announcement: GRAI9521
   Order   this   product   from NTIS by: phone   at   1-800-553-NTIS   (U.S. customers);   (703)605-6000   (other   countries);   fax   at (703)321-8547; and email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road, Springfield, VA, 22161, USA.
   NTIS Prices: PC A04/MF A01
   Country of Publication: United States
   This research reports the views of Engineering and Technical Specialists (ETS   or   techreps)   and   their   customers.   The views were gathered from a variety   of   locations   using   group   interviews   and   questionnaires.   The questionnaires asked techreps to rate the Importance of various activities and   the   Time   Spent   on   them.   The **customer   questionnaire** rated the Importance and Value Added of the activities. Although the focus is on the Naval Aviation Engineering Service Unit (NAESU), it also includes data from the   Army,   Air Force, and Navy Fleet. Techreps principal activities relate to   on-the   job   training,   classroom training, and **maintenance** advice and assistance.   There   are   distinct differences between the priority and time spent   on   various   activities   by   techreps   from the four service groups. Customers,   operations   and **maintenance** personnel   at   various   levels, believe techreps are essential to enable military personnel to operate and maintain the equipment assigned to their units. Both techreps and customers state   that   the   need   for   techreps results from deficiencies in military training,   assignment   practices,   lack of experienced personnel, inadequate technical **data** , parts shortages, sophistication of **equipment** , and other systemic **problems** . Techreps help compensate for mismatches in the overall logistics   system.   The   report   concludes with recommendations designed to improve the overall management of techreps. (MM).

8/7/3   (Item 2 from file: 6)
DIALOG(R)File   6:NTIS

0952136 NTIS Accession Number: PB82-172354/XAB
 Medicaid Satisfaction Survey Research (1977-1980)
  (Research rept)
  Ware, J. ; Curbow, B. ; Ross-Davies, A. ; Robins, B.
  California Dept. of Health Services, Sacramento.
  Corp. Source Codes: 056274000
  Sponsor: Health Care Financing Administration, Washington, DC.
  Mar 81   162p
  Languages: English
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  Order   this   product   from   NTIS   by: phone   at   1-800-553-NTIS   (U.S.
customers);   (703)605-6000   (other   countries);   fax   at   (703)321-8547;   and
email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,
Springfield, VA, 22161, USA.
  NTIS Prices: PC A08/MF A01
  Country of Publication: United States
  Contract No.: HCFA-96-90299
  The   report presents analyses of the Beneficiary Satisfaction Survey used
to   measure   consumer   satisfaction   with   care   among   Medi-Cal   (Medicaid)
beneficiaries   in   California's   prepaid   health   plans   (PHPs)   and health
 maintenance   organizations (HMOs). The instrument, developed during seven
years   of   research   includes 21 items based on a five-point agree-disagree
scale   and   18   items   covering   specific   questions about demographics and
health **care**   experiences. **Data**   from the survey was linked with other
data   collected   by   the   Prepaid   Health   Research,   Evaluation,   and
Demonstration   (PHRED)   Project   which   enable   the   Project   to   derive
conclusions   and make recommendations in seven major areas: (1) comparisons
of   levels   of satisfaction with access, quality of care, and facilities in
the   Medi-Cal system (prepaid health plans and fee-for-service combined) to
national   norms;   (2)   comparisons of satisfaction with fee-for-service and
prepaid   health   plans   within Medi-Cal; (3) comparative evaluations among
prepaid   health plans; (4) analysis of the probable causes of disenrollment
from   prepaid   health   plans;   (5)   analysis   of 'other issues' (such as
demographic   influences   on   satisfaction, areas of need for improvement in
quality   of   care,   etc.); (6) identification of topics for future research
(development   of broader uses for the data gathered by means of the survey,
and   possibilites   for   improvement   in the survey instrument to facilitate
these uses); and (7) clarification of methodological issues.

8/7/4   (Item 3 from file: 6)
DIALOG(R)File   6:NTIS

0665127 NTIS Accession Number: HRP-0016154/7/XAB
 **Study   to   Expand   and   Refine   the   Case   Date   Set   Being   Implemented   in   HMO
Demonstration Centers with Information Specific to Nursing**
  rept, F. ; Ryan, E. M. ; Densen, P. M.
  Harvard Center for Community Health and Medical Care, Boston, Mass.
  Sponsor: Public Health Service, Bethesda, Md. Div. of Nursing.
  1976   125p
  Journal Announcement: GRAI7802
  Order   this   product   from   NTIS   by: phone   at   1-800-553-NTIS   (U.S.
customers);   (703)605-6000   (other   countries);   fax   at   (703)321-8547;   and
email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,
Springfield, VA, 22161, USA.
  NTIS Prices: PC A06
  Contract No.: PHS-NU-44157
  The activities and findings of the first phase of a project undertaken to
analyze   the   use   of   nurses   and   other   personnel in health **maintenance**
organizations   (HMO's)   are   reported. Physicians and nurses at the Harvard
Community   Health   Plan   were observed for 1 year as they **interacted**   with

clients   and with ea⬤her. The observations, which⬤ment how nurses
function   as health car⬤providers and how they interac⬤th physicians in
the caretaking process, led to the recommendation that the definitions of a
provider   and   an   encounter set forth in the DHEW guidelines for producing
uniform **data**   for health **care**   plans be revised to reflect the services
of   nurses   and   other   providers   as   well   as   those   of   physicians.   A
classification   scheme   for   tabulating   encounters   by   type   of   service
delivered   was   used   to classify 2,423 provider - client encounters over a
2-week   period. The encounters were classified as intervention, management,
prevention / health **maintenance** , or combinations of these. At the Harvard
Community   Health   Plan,   46   percent of nurse encounters and 25 percent of
physician   encounters   fell   into   the   category of intervention. Such data
suggest   that   each   type of provider delivers a different mix of services.
Comparison with similar data from another HMO shows how the mix of services
provided   by   physicians   and   nurses   is   influenced by the organizational
structure   and   policies   of   the program. The findings of the analysis are
said   to   indicate the usefulness of a uniform classification of encounters
in   studying HMO operations. Supporting data and details of methodology and
findings are included.

  8/7/5   (Item 4 from file: 6)
DIALOG(R)File   6:NTIS
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0541880   NTIS Accession Number: HRP-0002643/5/XAB
 Planning Health: The HMO's Opportunity
  Smits, H. L.
  Pennsylvania Univ., Philadelphia. School of Medicine.
  1974   7p
  Document Type: Journal article
  Journal Announcement: GRAI7609
  Pub. in Inquiry v12 n1 p3-9 Mar 75.
  NTIS Prices: Not available NTIS
  The   potential   contributions   HMOs   can   make to the long-term health of
their   subscribers   is investigated with particular emphasis on benefits of
the   HMO   other   than prepayment. Because the HMO is responsible for all of
the   care   given   to   a   defined population, the emphasis is on predictive,
preventive   care.   The   responsibility for the care of an entire population
can   lead   to   the   involvement of health professionals in areas beyond the
realm of conventional health **care** , including **information**   dissemination.
Planning   for   realistic   estimates of patients' needs is possible beacause
the   target   group and its income are already defined. Some of the barriers
to   participatory   planning   by   medical   personnel are the difficulties of
communication   with   laymen,   the   lack of drama associated with preventive
care,   and poor financial rewards for preventive care. Consumer barriers to
effective collaboration are the lack of desire to assume responsibility for
one's   own   health   and   illness,   and   few   real   ways   for **consumers**   to
 question   care. Mechanisms are needed for consumer participation which is
not   based   on   grievances.   Consumers need to be involved in setting HMO's
goals,   in defining changes to be made in existing health care patterns, in
evaluating   those   changes,   and   in   designing   methods   of   consumer
participation.

  8/7/6   (Item 5 from file: 6)
DIALOG(R)File   6:NTIS
Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

0518514   NTIS Accession Number: PB-244 733/2/XAB
 Estimates   of   the   Socioeconomic   Impact of Implementing Title II of the
 Motor   Vehicle   **Information and Cost Savings Act. Supplement to Appendix**
A
  (Final rept)
  Morton, A. S.
  Little (Arthur D.), Inc., Cambridge, Mass.
  Corp. Source Codes: 208850
  Sponsor: National Highway Traffic Safety Administration, Washington, D.C.

Report No.: ADL-C-77● DOT-HS-801 642
Jul 75   57p
Journal Announcement: GRAI7523
See also PB-244 732.
Order   this   product   from   NTIS   by: phone   at   1-800-553-NTIS   (U.S.
customers);   (703)605-6000   (other   countries);   fax   at   (703)321-8547; and
email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,
Springfield, VA, 22161, USA.
   NTIS Prices: PC A04/MF A01
   Contract No.: DOT-HS-4-00888
   Volume   Two of a two-part report on estimating the effects of legislation
regarding   consumer   **information**   on   motor   **vehicles**   describes Delphi
questionnaire   booklets sent to dealers and marketers containing changes to
a previous booklet sent to them.

   8/7/7   (Item 6 from file: 6)
DIALOG(R)File   6:NTIS
Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

0518513 NTIS Accession Number: PB-244 732/4/XAB
 **Estimates   of   the Socioeconomic Impact of Implementation Title II of the
Motor** Vehicle Information **and Cost Savings Act**
   (Final rept)
   Morton, A. S.
   Little (Arthur D.), Inc., Cambridge, Mass.
   Corp. Source Codes: 208850
   Sponsor: National Highway Traffic Safety Administration, Washington, D.C.
   Report No.: ADL-C-77121; DOT-HS-801 641
   Jun 75   266p
   Journal Announcement: GRAI7523
   See also PB-244 733.
   Order   this   product   from   NTIS   by: phone   at   1-800-553-NTIS   (U.S.
customers);   (703)605-6000   (other   countries);   fax   at   (703)321-8547; and
email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,
Springfield, VA, 22161, USA.
   NTIS Prices: PC A12/MF A01
   Contract No.: DOT-HS-4-00888
   Estimates are made of the first year effects of legislation regarding the
gathering, analyzing, and disseminating to the public of information on the
crashworthiness,   damage susceptibility, ease of **maintenance** , and **repair**
, and insurance costs of given makes and models of passenger cars. Volume
one   contains   major findings. Two panels of experts, marketers and dealers
estimated   the   effects   on   market shares of given make/models. Successive
interrogations   were   made   of   each   expert   panel   in an effort to obtain
consensus   estimates   of   the   effects on gasoline and raw materials usage,
dealer   profit   margins,   costs   of   **repair** ,   and   serious   injuries and
fatalities.   Insurance   effects   and   sociopolitical   effect estimates were
obtained.

   8/7/8   (Item 7 from file: 6)
DIALOG(R)File   6:NTIS
Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

0510046 NTIS Accession Number: PB-243 293/8/XAB
 HMO Evaluation. Part B: Consumer Response, Survey I
   Patera, M. ; Newberg, A.
   District   of   Columbia   Dept.   of   Human   Resources,   Washington.   Health
Maintenance Organization Evaluation Section.
   Sponsor: Social and Rehabilitation Service, Washington, D.C.
   Report No.: SRS-97-00034-002
   Apr 74   127p
   Journal Announcement: GRAI7519
   See also PB-243 292.
   Order   this   product   from   NTIS   by: phone   at   1-800-553-NTIS   (U.S.
customers);   (703)605-6000   (other   countries);   fax   at   (703)321-8547; and
email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,

Springfield, VA, 22161, .
   NTIS Prices: PC A07/MF A01
   Contract No.: SRS-97-00034
   The study compared the reactions of Medicaid recipients to two forms of
health care delivery: (1) pre-paid comprehensive care by a Health
Maintenance Organization (HMO) and (2) the standard fee-for-service
Medicaid program. Interviews were conducted with 814 former Medicaid
recipients who had joined an HMO, and a matched control group of 810
Medicaid recipients. **Data** on accessibility of health **care** , patient
satisfaction, patient health status, preventive health services, pregnancy
and prenatal care, dental services, and out-of-plan services were gathered.
The HMO program was well-received overall, though some dissatisfaction and
out-of-plan care were reported.

   8/7/9   (Item 8 from file: 6)
DIALOG(R)File   6:NTIS
Comp&distr 1998 NTIS, Intl Copyright All Righ. All rts. reserv.

0184950 NTIS Accession Number: PB-183 192/XAB
 Mass Transportation Demonstration Projects
   Illinois Univ., Champaign. Bureau of Economic and Business Research.
   1968   166p
   Journal Announcement: USGRDR6911
   Sponsored in part by Department of Housing and Urban Development,
Washington, D. C.
   Order this product from NTIS by: phone at 1-800-553-NTIS (U.S.
customers); (703)605-6000 (other countries); fax at (703)321-8547; and
email at orders@ntis.fedworld.gov. NTIS is located at 5285 Port Royal Road,
Springfield, VA, 22161, USA.
   NTIS Prices: PC A08/MF A01
   Contract No.: ILL-MTD-3/4
   Contents: Surveys of the regular systems; Home **interview consumer**
surveys; Premium special services; Comparisons of characteristics of
premium and regular system passengers; Zone fares using automatic
equipment; Project off-peak routes; Equipment used (renovated buses);
Potential peak-hours markets in Peoria and Decatur.
?

Set	Items	Description
S1	553	(INTERACTIVE? OR QUERY? OR QUESTION? OR INTERACT? OR INQUIRY? OR INTERVIEW? OR INPUT?) (N4) (CUSTOMER? OR CONSUMER? OR SHOPPER? OR CLIENT? OR PATRON?)
S2	1016	(EQUIPMENT? OR CAR? ? OR VEHICLE? OR VAN OR TRUCK? OR AUTOMOBILE?) (N4) (DATA OR INFORMATION? OR PROBLEM?)
S3	3118	WORK()ORDER? OR WORK(N3)COMPLET? OR SERVICE?(N5)REQUEST? OR SERVICE?(N3)ORDER? OR WORK(N2)AUTHORIZATION? OR MAINTENANCE?
S4	1069	MECHANIC? OR SERVICE?(N)ADVISOR? OR MAINTENANCE()PERSON?
S5	3	S1 AND S4
S6	40	S3 AND S4
S7	2	S6 AND (S1 OR S2)
S8	2	RD S5 (unique items)
S9	1	RD S7 (unique items)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

00116011   DOCUMENT TYPE: Review

PRODUCT NAMES: Company - Vignette Corp (865214)

TITLE: Content counts: Vignette CEO Greg Peters looks into the future...
AUTHOR: Tweney, Dylan
SOURCE: InfoWorld,   v21 n15 p66(1) Apr 12, 1999
ISSN: 0199-6649
HOMEPAGE: http://www.infoworld.com

RECORD TYPE: Review
REVIEW TYPE: Company

Vignette's CEO Greg Peters comments on the future of Internet commerce. He
says Vignette's Web-based platform has many software services, including
content management, personalization, and back-end data integration, that
have helped the company move to Internet commerce from content publishing.
Customers implement the services and can display them using various
Internet Relationship Management Applications that include portals,
e-commerce applications, self-service applications, knowledge management
applications, and so on. Companies can **interact** directly with **customers**
online, and can enhance their ability to expand the customer base and to
increase customer loyalty, satisfaction, and retention. These tasks can be
accomplished using tools that manage **customer**   **interaction** and that
provide convenience and **advisory**   **services** . The online customer service
market continues to evolve, and one of the most important issues for
companies is to be able to get systems up and running as quickly as
possible. Vignette also plans to create off-the-shelf packages of Internet
relationship management applications and to support the activities of
companies of all sizes in their online Internet commerce efforts.

COMPANY NAME: Vignette Corp (622141)
DESCRIPTORS: Internet Marketing; E-Commerce; Software Marketing; Public
    Networks; Internet Customer Service
REVISION DATE: 990630

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

00102087   DOCUMENT TYPE: Review

PRODUCT NAMES: Catia   (617512); Pro/ENGINEER   (195782); Pro/ MECHANICA
(595331); AutoCAD 13   (004665); Mechanical **Desktop   (589926**

TITLE: Accent on Automotive Design
AUTHOR: Beckert, Beverly A.
SOURCE: Computer-Aided Engineering,   v16 n5 p56(4) May 1997
ISSN: 0733-3536
HOMEPAGE: http://www.penton.com/cae/

RECORD TYPE: Review
REVIEW TYPE: Product Analysis
GRADE: Product Analysis, No Rating

Dassault Systems' Catia, Parametric Technology's Pro/Engineer and Pro/
Mechanica , and Autodesk's AutoCAD 13 and Autodesk **Mechanical** Desktop are
CAD/CAM products highlighted in a discussion of tools used by automotive
parts suppliers to shorten design cycles. For instance, Allied Signal,
which develops seat belt and air-bag systems, uses Catia and cut
development cycles for some products from days to hours, because Catia
provides powerful solid modeling tools. The company uses five seat-belt
retractor models, and solid modeling permits the firm to move customized

parts for particular v███e lines from the design pha█ ███ the production phase in less than a d█████without solid modeling, the c██████could expand to three weeks. With solid modeling, each design iteration can be reviewed without creating production drawings, and prototypes can be created from solid models. The only drawing of the part that is made is the final, sanctioned version. Designers using IBM RS/6000 workstations like solid modeling because it provides improved part visualization and effective **interaction** with engineers and **customers** . Q.E.D., a design and consulting business that specializes in automotive style, product development, and manufacturing processes, describes how virtual prototyping with Unigraphics is used to find design flaws early in the design process.

COMPANY NAME: Dassault Systemes (552461); Parametric Technology Corp
    (434591); Autodesk Inc (134732)
SPECIAL FEATURE: Output Samples
DESCRIPTORS: CAD; CAD CAM; Graphics for Science & Engineering; CAE;
   Mechanical Engineering; AutoCAD; Models; IBM RS/6000; CATIA
REVISION DATE: 991021

9/5/1   **(Item 1 from file: 278)**
DIALOG(R)File 278:Microcomputer Software Guide
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   0023499
   3079429XX   STATUS: ACTIVE ENTRY
  TITLE: **VMRS Plus**
   RELEASE DATE: 06/1986
   COMPATIBLE HARDWARE: IBM PC XT, PC AT, PS/2
   OPERATING SYSTEM(S) REQUIRED: PC-DOS 3.3
   SOURCE CODE INCL.   DEMO DISK AVAIL.
   MEMORY REQUIRED: 320k
   PRICE INFORMATION:
   1000.00
   ANNOTATION: Designed to Control Fleet Costs. This Is Accomplished by Providing On-Line Information on Efficiency of Vehicle Performance. Major Reporting Categories Include: Vehicle/Equipment, Parts Inventory, Preventive Maintenance Scheduling, Mechanic Statistics, Repair Order, System Performance Statistics, Fuel & Mileage Reporting
   DESCRIPTORS: TRANSPORTATION AND TRAVEL - TRUCKING
   DESCRIPTOR CODES: 10000987
   PUBLISHER: Comsen Services, Inc.; Comsen Servs Inc   (0-923302)

   ADDRESS: P.O. Box 457
        Camp Hill, PA 17001-0457
   TEL.: 717-691-8123
   SAN: 265-573X
?

```
Set      Items    Description
S1          32     (INTERACTIV?) AND ((EQUIPMENT? OR CAR OR VEHICL? OR AUTOMO-
                   BILE? OR TRUCK?) (N5) (DIAGNOS? OR FIX? OR REPAIR?))
S2           5     S1 (N25) (WORK()ORDER? OR SERVICE?()REQUEST? OR MAINTENANC-
                   E? OR SERVICE?(N)ORDER? OR WORK?(N)AUTHORIZATION?)
?
```

010142440   **Image available**
WPI Acc No: 95-043691/199506
Computerised monitoring and maintenance **method for** vehicle   repair
using pocket computer – generating various prompts to operator requesting
input of damage details, area of bodywork, repair time and unit costings
to derive billing estimate
Patent Assignee: NISSAN MOTOR CO LTD (NSMO)
Inventor: SAKAI N
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 5377098	A	19941227	US 89315635	A	19890227	G06F-015/02	199506 B

Priority Applications (No Type Date): JP 88236231 A 19880922; JP 8842135 A
   19880226; JP 8842136 A 19880226
Patent Details:

Patent	Kind	Lan	Pg	Filing Notes	Application	Patent
US 5377098	A		18			

Abstract (Basic): US 5377098 A
     The interactive method for instructing an estimator for generating
   repair data for a body having damaged portions, involves generating and
   supplying first display signals which request prompt input of various
   data. The data signals are applied to a processing circuit relating to
   an extent of damage to the damaged portions in response to a first
   message displayed on the display means, the first data signals
   including separately inputted data signals respectively pertaining to
   large, intermediate and small deformations. Additional data signals is
   input to the processing circuit indicating the degree of repair
   difficulty, and of an area of each of the large, intermediate and small
   deformations w.r.t. respective display prompts.
     The data signals are processed to derive a time signal indicative
   of a length of time required to repair each damaged part, and a data
   signal indicative of a current labour rate to the processing circuit is
   then input in response to a prompt. The cost rate
     data signal is processed with the time signal to generate a bill
   for the repairs. A display control signal is generated and supplied
   from the processing unit to the display to output the billing data.
     ADVANTAGE – Estimates amount of time required to perform panel
   beating and/or repainting w.r.t. degree of damage, and repair
   difficulty.
     Dwg.6/8
Derwent Class: T01; T06; X25
International Patent Class (Main): G06F-015/02

009870876   **Image available**
WPI Acc No: 94-150780/199418
Nuclear power plant maintenance and predictive diagnostics – uses super
information highway to provide information system which integrates
operations, maintenance, and engineering
Patent Assignee: WESTINGHOUSE ELECTRIC CORP (WESE)
Inventor: BATT T J; BAUMAN D A; BOND C B; CRANFORD E L; KOZLOSKY T A;
   PALUSAMY S S
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 5311562	A	19940510	US 92983935	A	19921201	G21C-007/36	199418 B

Priority Applications (No Date): US 92983935 A 199212
Patent Details:
Patent   Kind Lan Pg Filing Notes   Application Patent
US 5311562 A   18

Abstract (Basic): US 5311562 A
        Integrated information system for a plant which has equipment units
    operating interactively in functional equipment subsets according to
    variable operational parameters. The system has sensors (32,50)
    operatively coupled to equipment units for sensing operational
    parameter values for assessing a condition of the equipment subsets.
    Sampling means e.g. (42, 44, 46, 48, 54, 56, 62) are coupled to the
    sensors (32, 50) for collecting and generating at least one of sample
    values of the operational parameters, and information including the
    results of numerical operations on the sample values. There is a memory
    means e.g. (62) for storing data. Operational control system (72, 68,
    86) is coupled to at least one of the sampling and memory means e.g.
    (62). The operator adjusts the operational parameters during plant
    operation. Operational control system (86) reports on the plant
    operation to the operator to enable the operator to have choices for
    controlling the equipment subsets to vary the operational parameters.
    Maintenance monitoring system (102) is coupled to the sampling and
    memory means. Systems (102) is operable for accumulating e.g. a usage
    factor for the equipment units. It reports the maintenance requirements
    of the equipment units to the maintenance operators to give them
    choices regarding maintenance operations. Information highway (78) is
    coupled to the operational control system (72,68,86) and the
    maintenance monitoring system (102) for bidirectional communications
    and the sharing of data. The memory means includes a data memory e.g.
    (62) accessible over the information highway to the operational (72,
    68, 86) and the **maintenance** monitoring system (102). The data memory
    includes diagnostic specifications for the operational parameters and
    technical specifications for the **equipment** subsets. **Diagnostic**
    means (66) assesses the plant operation as a function of the
    operational parameters, usage factor and diagnostic and technical
    specifications. **Maintenance** monitoring system (102) reports on the
    maintenance requirements of the equipment units as a function of:
    operational parameters, usage factor, diagnostic and technical
    specifications. Data defining the operational parameters, usage
    factors, technical and diagnostic specifications are shared commonly
    between the operation control system and maintenance monitoring system
    over the data communications highway (78).
        USE/ADVANTAGE - Integrated plant monitoring and predictive
    maintenance system for shared use by the operations, maintenance and
    engineering department
        (Dwg.2/8
Derwent Class: K05; T01; T06; X14
International Patent Class (Main): G21C-007/36

 2/7/3   (Item 3 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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009373179   **Image available**
WPI Acc No: 93-066658/199308
 **Distributed built-in test equipment system for digital avionics -
comprises number of Line Replaceable Units and digital communication
devices through which LRU's can transmit and receive data in predefined
format**
Patent Assignee: BOEING CO (BOEI)
Inventor: ELLIS G F
Number of Countries: 001 Number of Patents: 001
Patent Family:

Patent No	Kind	Date	Applicat No	Kind	Date	Main IPC	Week
US 5184312	A	19930202	US 85793586	A	19851013	G06F-011/00	199308 B
			US 91692781	A	19910426	B	

Patent Details:
Patent   Kind Lan Pg Filing Notes   Application Patent
US 5184312 A   18 Cont of   US 85793586

Abstract (Basic): US 5184312 A
       The system comprises a number of line replaceable units (LRUs) each
       designed to transmit an output signal containing information from which
       faulty operation of the each LRU may be detected. A distributed
       computer system designed for installation in an aircraft as an integral
       part thereof, is coupled to the number of LRUs for receiving the output
       signals provided by the LRUs. The computer system comprises a built in
       test equipment (BITE) program (a) for performing diagnostic operations
       using said information in the output signals so as to isoalte faulty
       ones of the number of LRUs and (b) for performing test operations after
       faulty LRUs have been replaced to verify replacement LRUs function
       properly. The BITE program comprises an interactive, natural language
       interface for facilitating operation of the BITE program by a user.
       A control/display designed for installation in the cockpit of the
       aircraft is coupled to the distributed computer system, for permitting
       a user of the avionics to communicate therewith, and for permitting a
       maintenance technician to operate the BITE program using the
       interactive , natural language interface.
       ADVANTAGE - Decreased rigidity and improved effectiveness.
       Dwg.1/8
Derwent Class: T01; W06
International Patent Class (Main): G06F-011/00

 2/7/4   (Item 4 from file: 351)
DIALOG(R)File 351:DERWENT WPI
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008688785
WPI Acc No: 91-192805/199126
 **Automatic guided vehicle system for warehouse - transports material
 between at least two pick-up and delivery stands, with interactive
 display on each chassis**
Patent Assignee: WHS ROBOTICS (WHSR-N)
Inventor: LUKE W
Number of Countries: 001 Number of Patents: 001
Patent Family:
Patent No Kind Date   Applicat No Kind Date   Main IPC   Week
US 5023790 A   19910611 US 89313654 A   19890217   199126 B

Abstract (Basic): US 5023790 A
       The AGV has a chassis for carrying objects. A computer processor is
       supported by the chassis for controlling and monitoring AGV operation.
       An interactive display is connected to the processor and mounted on the
       chassis for displaying status, current assignment and diagnostic
       information relating to AGV operation.
       A floor plan of the facility is stored in the onboard computer. A
       storage area is disposed along the guide path for housing a number of
       vehicles with a further area for **maintenance** and **repair** of the
       vehicles . A charging area is disposed along the guide path for
       charging each vehicle. A local area controller comprises a concentrator
       master disposed at a pick-up and delivery node which is connected
       between the stands and a local area computer.
       ADVANTAGE - Does not require human intervention, but also has
       versatility to provide for manual control. (58pp Dwg.No.1/18
Derwent Class: T01; T06; X25
International Patent Class (Additional): G06F-015/50

 2/7/5   (Item 1 from file: 347)

02694999   **Image available**
REMOTE DIAGNOSTIC DEVICE

PUB. NO.:   63-311899 [JP 63311899 A]
PUBLISHED: December 20, 1988 (19881220)
INVENTOR(s):   NAGAOKA YUKIO
                 SUZUKI SATORU
APPLICANT(s):   HITACHI LTD [000510] (A Japanese Company or Corporation), JP
                 (Japan)
APPL. NO.:   62-148402 [JP 87148402]
FILED: June 15, 1987 (19870615)

ABSTRACT
PURPOSE: To attain efficient diagnosis with high accuracy by collecting the
information required for diagnosis over a wide range such as detailed
diagnostic information by a **diagnosis** auxiliary **equipment** and manual
check result by a site **maintenance** personnel in addition to the self-
diagnostic information from a **diagnosis** object **equipment** into a
maintenance **diagnostic** computer.

CONSTITUTION: A central maintenance diagnostic computer 1 integrating a
diagnostic program with respect to controllers 31-3n and connecting to a
communication network 5, a test means testing the controllers 31-3n, an
interactive means with a site **maintenance** personnel and a **diagnostic**
auxiliary **equipment** 2 connected removably to the controllers 31-3n and
connecting to the communication network 5 are provided. Then the diagnosis
by the **maintenance** diagnostic computer 1 is attained by the diagnostic
information obtained from the test means and the **interactive** means of the
diagnosis auxiliary **equipment** 2 in response to the **diagnostic**
command. Thus, the diagnostic information obtained by the intervention of
the site **maintenance** personnel is collected from the site controllers
31-3n and the fault diagnosis with high accuracy is applied by the remote
maintenance diagnostic computer 1.
?